



D1.4 Updated Member State Once Only and data strategy baseline

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List of Acronyms

Abbreviation / acronym	Description
API	Application programming interface
CIO	Chief Information Officer
DESI	Digital Economy and Society Index
DE4A	Digital Europe For All
DPO	Data Protection Officer
DSI	Digital Service Infrastructures
Dx.y	Deliverable number y, belonging to WP number x
EC	European Commission
EFTA	European Free Trade Area
eID	Electronic Identification
EIF	European Interoperability Framework
EU	European Union
MS	Member State
NIFO	National Interoperability Framework Observatory
OOP	Once-Only Principle
SDGR	Single Digital Gateway Regulation
TOOP	The Once Only Project
WP	Work Package

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Executive Summary

The purpose of this deliverable is to take stock of the existing Once Only capabilities at national and cross-border level, as well as national data strategies referring to access provisions to base registry services. As one of the four related studies: D1.2 Updated Member State eGovernment Baseline, D1.6 Updated EU Baseline Building Block Catalogue, and D1.8 Updated Legal, technical, cultural and managerial barriers, this report approaches the topic in a multifaceted manner, establishing interdependencies with the current regulatory EU efforts while providing empirical evidence of the implications. As such, it supports the implementation of the SDG and OOP and positions them at the core of the Europe's digital transformation.

The study is based on data from a survey distributed to the chief information officers of the EU and EFTA countries, as part of a two-phase data gathering for this purpose. The response rate was 63%, granting the study a solid basis for reporting on the actual status of the domains in focus.

Regarding data strategy and generic access to base registry services, the report showed that 81% of the responding countries have a national strategy of reusing public sector data, which pictures very positive trend, especially compared to the first phase of data gathering when this number was 50%. Furthermore, most of the base registries are accessible by private entities. However, there are still transaction fees implemented for accessing base registries, which are disproportionately bigger for the private sector and citizens than for the public sector. This is likely to have an adverse effect on the user-centricity indicators, and on the flow of data in the OOP technical system in particular.

The report also provides insights into the citizens' access provisions to their data. Regarding citizens' access to data by themselves, the report showed an advanced state of the provision for accessing and changing their data on the one side, but lack of means for verification of access by others. The latter aspect especially raises concern if considering the decrease in the access provision to medical records compared to the first phase of data gathering for the WP1 reports.

Finally, regarding the overall implementation levels of the OOP, although still lagging behind the objectives outlined for the SDG implementation, the report notes relatively high progress levels since the first phase. This may also be due to the triggering nature of the COVID-19 pandemic, which – aside from its negative effects on the overall mobility state, had an accelerating effect on the need for digital transformation in critical sectors. This also triggered a more beneficial resource distribution for that purpose, providing additional incentives in terms of expert engagement, political will and implementation urgency.

The study concludes that, while the overall OOP implementation has been advancing, the status on data and law harmonization, free and effective access to data, and user-centricity in general still show certain shortcomings that hinder the progress of the SDGR implementation as well. Attention is needed at both national and European level, especially in the form of coordinative efforts to provide efficient governance of the ongoing initiatives. In turn, any initiative that utilizes or depends on cross-border OOP should take the necessary precautions over the partial OOP implementation.

Providing a status on the implementation of eGovernment services and efforts, the four reports in the second wave of WP1 deliverables serve as a tangible proof for the progress and results made by DE4A in terms of architecture development, integration and piloting activities, and the implementation of the OOP system and the Single Digital Gateway in general. As such, the reports establish internal dependencies with the other work packages and tasks, serving as proof of concept for the holistic and coordinated progress within DE4A.

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1 Introduction

1.1 Purpose of the document

The present report is conducted under the DE4A project and constitutes the deliverable D1.4. The purpose of this study is to take stock of the existing Once Only capabilities at regional and national level, implementation of Once Only capabilities related to cross-border services, and data strategy and generic access to base registry services.

In order to support the ambition for charting the current landscape of digitalization in Europe's part of the DE4A activities, this study is one of four reports designed to fulfil the objective from several aspects. The other studies in this series are:

- ▶ D1.2 Updated Member State eGovernment Baseline, which elaborates on the advancement of the European eGovernment landscape
- ▶ D1.6 Updated EU Baseline Building Block Catalogue, which identifies main existing building blocks from EU programmes and projects that can enable Once Only implementation and relevant standard data sharing
- ▶ D1.8 Updated Legal, technical, cultural and managerial barriers, which elaborates on the benefits of, barriers to and general willingness towards implementation of the OOP.

Describing the existing infrastructure, practices, expected benefits and barriers, the reports aim to provide helpful insight for DE4A and serve as input for the subsequent development of pilot projects.

Each of the studies is an update of the matters elaborated by a preceding set of reports delivered during the course of the DE4A project. As such, they are a testament for the progress and the results made by DE4A in terms of architecture development, integration and piloting activities, and the implementation of the OOP system and the Single Digital Gateway in general.

1.2 Structure of the document

This document is divided into five main sections:

- ▶ Section 1 gives introductory context to the matter of research and provided the necessary theory as a common ground on which the remaining content is based;
- ▶ Section 2 explains the methodological framework, both as a conceptual and as an empirical guideline for the data gathering and analysis;
- ▶ Section 3 presents the results of the analysis of the Once Only implementation level and data strategies across the European countries;
- ▶ Section 4 discusses the obtained results in an aggregated format, putting them in the DE4A context, and in the general European context;
- ▶ Section 5 provides concluding remarks and a final overview of the results.

The document additionally includes the following annexes:

- ▶ Annex – Digital Europe for All (DE4A) survey

1.3 Theoretical background

The Once-Only Principle (OOP) is part of the seven underlying principles of the eGovernment Action Plans¹, since the first Action Plan 2011-2015 [1] to the last one [2]. The importance of OOP is also highlighted by the Tallinn Declaration on eGovernment signed on October 6, 2017 [3], and the Berlin

¹ The seven underlying principles are: Digital by Default, Once only principle, Inclusiveness and accessibility, Openness & transparency, Cross-border by default, Interoperability by default, Trustworthiness & Security.

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Declaration on Digital Society and Value-Based Digital Government, signed on December 8, 2020 [4]. OOP aims to make the government more effective in a way that goes in line with the digital transformation, and to reduce the administrative burdens on both public and private entities by asking for (standard) information exchanged between citizens, companies and public authorities to be provided only once.

This entails the necessity for political mobilization of digital transformation and establishment of a collaborative network of the EU Member States in the area of government digitalization. The adoption of the Digital Single Market Strategy has thus put forward the necessity to establish seamless functioning of public administration on a cross-border perspective, in a way that facilitates access to public services, both for citizens and businesses. The new European digital agenda underpins user-centricity as one of its main objectives and sets the strategic frame for the current digital initiatives in Europe. Thus, the European eGovernment policy plans and actions include: the European Union's Digital Compass, which is part of the Digital Decade ambition and aims at 100% online provision of key public services by 2030; the ministerial Berlin Declaration on Digital Society and Value-based Digital Government, which was signed by the ministers responsible for digital transformation in the public administration of the European Union Member States; the European Commission (proposed) Declaration on Digital Rights and Principles [5], which empowers Europeans to fully enjoy the opportunities that the digital decade brings, driven by common European values; and the European Union Recovery and Resilience Facility [6], which mitigates the economic and social damage of the coronavirus pandemic by allocating more than 26% of the spending in recovery plans on the digital transition. Reinforcing the reduction of administrative burden on citizens and businesses, the adopted strategies and declarations establish the OOP as one of the central elements for development of the Digital Single Market.

Finally, the Single Digital Gateway (SDG) Regulation [7] requires European Member States to build up and connect to a single European portal and infrastructure, through which citizens, businesses and public administrations can execute public services across borders with the OOP as underlying principle. To realize the SDG, a successful implementation of the once-only principle requires transfer and re-use of sensitive or personal data between government agencies across borders involving actors on different levels of a political system. To develop the necessary trustworthy cross-border architecture and organizational frameworks for the SDG, significant effort was invested by the European Commission and by the Member States through EU-wide projects (e.g. TOOP [8], SCOOP4C [9], DE4A), across various domains and categories (e.g. secure data exchange, OOP enabling infrastructure, as well as eID and trust services). A large list of good practices and use cases was documented in [10].

In light of the goal to create a single European digital space, the project Digital Europe for All (DE4A) has aimed to create an inclusive digital environment for the EU citizens and businesses, ensuring their Single Market rights. Supporting the EU Public Administration in addressing the existing challenges to the implementation of the digital cross-border initiatives, the DE4A contributes to the realization of the Single Digital Gateway Regulation [7], the EU eGovernment Action Plans of 2016-2020 and 2020-2024 [1], the Tallinn Declaration [3] and the EIF Implementation Strategy [11].

This present report will examine the status of three major components that are relevant for understanding EU Member States' advancement in digitalization: the implementation of the Once-Only Principle on a regional and national level, the implementation of once-only capabilities related to cross-border services, and the presence of national data strategies including generic access to national base registry services.

1.3.1 The Once Only Principle

After having primarily served the purpose of improving data quality and avoiding duplication of public sector administrative tasks, with the Tallinn declaration on eGovernment presented in October 2017, reuse of data was brought center stage of digitalization efforts as a means of supporting user-

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centricity. Now coined the principle of once only, reuse of data should support user-centricity by ensuring that citizens and business are not asked to provide the same information to public services more than once.

In order to support the realization of the principle, the 32 signing ministers in charge of eGovernment policy and coordination from countries of the EU and the European Free Trade Area (EFTA) asserted to introducing once only options for citizens and businesses in digital public services in their respective public administrations at national and sub-national level as well as with other countries for cross-border digital public services.

Furthermore, they would take steps to increase the findability, quality and technical accessibility of data in key base registers and/or similar databases, to build up readiness for applying the once only principle for national or cross-border digital public services. They would work to create a culture of re-use, including responsible and transparent re-use of data within their administrations, and they would make use of available funding to digitize all necessary key data and implement data exchange services between administrations for applying once only on both national and/or cross-border levels.

Digital transformation has become a recent keyword in the evolution of public sector modernization through the once-only principle (OOP). The once only principle is among the seven driving principles in the eGovernment Action Plan 2016–2020 of the European Commission (EC). It requires that citizens and businesses need not to provide the same data to governments if that data is already in their hands. The ultimate goal of the principle is to reduce administrative burden and to simplify public service provisioning therewith also reducing costs and improving public service. To boost developments towards administrative burden reduction and simplification in public service provisioning, Currently DIGIT together with DG GROW and DG CNECT is running a preparatory action on the OOP. Join experts representing other Member States and participate in this action. Other projects and initiatives have also been launched, both directly supporting OOP objectives (like the SCOOP4C project) or indirectly, through the implementation of eID and digital services means (like the mGov4EU project [12]).

1.3.2 Data strategy

High quality data has increasingly been recognized as a prerequisite for well-functioning public administrations, and as a means of achieving cost-reductions. For those purposes, data strategies have for a long time focused on data harmonization, improving data quality and reusing data within public administrations. Because of the relative lack of communicability of those purposes in a public policy context, data strategies have often been marginal parts of general digitalization strategies.

However, recent developments have shown a move towards the formulation of data strategies in their own right and the term “data strategy” being used even when containing more communicable forms of digitalization initiatives, e.g. strategic directions, a framework for future digital development, and initiatives supporting user-centricity and innovation.

Several actions are defined to set up a cross-sectoral governance framework for data access and use:

- ▶ Enabling legislative framework for the governance of common European data spaces;
- ▶ Adopting an Implementing act on high-value data sets under the Open Data Directive, making these data sets available across the EU for free;
- ▶ Exploring the need for legislative action on issues that affect relations between actors in the data-agile economy to provide incentives for horizontal data sharing across sectors, in a possible Data Act;
- ▶ Analyzing the importance of data in the digital economy and review of the existing policy framework in the context of the Digital Services Act package.

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Albeit not a prerequisite for achieving the desired outcomes, the presence of data strategies in one format or another, may be considered an important part of achieving coordinated national efforts.

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2 Approach and methodology

2.1 Approach and objectives

Primarily, the study investigates the existing digital transformation landscape in Europe from the point of view of the OOP system and the progress of the SDG implementation. Taking stock of current advancement levels, it provides a status of public digital initiatives in Europe, covering the compliance level of the EU Member States with the major cross-European digital initiatives. As part of the common European endeavor towards the interoperable and seamless cross-border digital space, the study aims to reveal the existing challenges and enablers for the designated transformation.

The approach taken in this study aims to achieve several outcomes: first, it investigates the existing eGovernment landscape in Europe to provide insight into the state of the various digital public services. This is approached both from national and from cross-border aspect. Second, the study brings in both internal and external know-how to analyse the results and to investigate related issues and topics. This is done through semi-structured experts' interviews, and through a thorough desktop research. The internal factor implies connecting with project-relevant sources (architecture, pilots, legal and governance experts), whereas the external factors means relating to complementary initiatives (EBSI/ESSIF, mGov4EU and TOOP) and relevant EC-experts (DG DIGIT, DG GROW, DG CONNECT). Although the initial plan was to use the results of the study for comparative analysis, together with the results from the first phase, this analysis can be limited to a narrow scope due to several reasons: first, the methodology that was followed in the first phase had to be revised and updated, leading to differences in both the survey and the calculation methodology; second, the feedback obtained from the Member States does not provide consistent datasets that can be compared even along the same indicators. Not all MSs from the first phase provided feedback in the second phase, and those that did have not provided consistent answers. Finally, drawing any conclusion on the progress of DE4A based on this data will not produce a coherent result, as the state of eGovernment across Europe depends on many ongoing initiatives with simultaneous, yet separate impact. However, such analysis, in a complete and consistent manner are available from other sources [13], [14].

It is also important to note that it is not a study that can be used for deriving compliance levels of the EU Member States with the European regulatory and policy frameworks. Neither the nature of the methodological framework nor the quality of the obtained feedback allows for such rigorous statements. At best, the results from this study can be seen as pointers to existing good practices, risks and challenges, drivers and enablers for the European digital transformation goals. The strength of the study in its methodological framework that can be reused and adopted by other future initiatives aiming to contribute to the continuity of digitalization efforts in EU.

The results are mainly represented in an aggregated format, but they also offer a view into some Member States' peculiarities. Making an inventory of the existing eGovernment practices, the report portrays the overall European advancement of the EU Member States, revealing the most crucial developments and pitfalls of the existing European digital space. Based on the obtained results, the study explores the perception of the participating countries of their digital advancement and suggests a ground for further actions.

2.2 Scope

In the context of the identified objectives, the present study attempts to provide a generalized view on the European eGovernment landscape. To achieve this goal, the conducted research approached the overall topic from several major points relevant for the European digital space:

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- ▶ *Digital Service Infrastructures (DSI)*. The report reflects the major achievements on implementation of Building Block and sector-specific DSIs, elaborated under the Connecting Europe Facility (CEF) and other EU programs.
- ▶ *Single Digital Gateway (SDG)*. The research aims to take stock at the existing level of implementation of the essential 21 SGD life events (procedures) for citizens and businesses (as listed in the Annex 2 of the SDG Regulation). The implementation level of the SDG life events is performed from the perspectives of the available authentication method, accessibility for mobile devices, compliance with the OOP and availability for cross-border use.
- ▶ *The Once Only Principle and Data Strategy (OOP)*. The results in this study builds on the data obtained on the existing Once Only capabilities at regional and national level, the Once Only capabilities related to cross-border services, and the data strategy and generic access to base registry services across European countries. It also established the interdependencies with the previous point, necessary to have for moving towards a more coordinated effort at both national and transnational level.

The geographical scope of the research was covering the 27 Member States of the European Union and was additionally complemented by the EFTA states (Iceland, Liechtenstein, Norway, and Switzerland). The survey questionnaire (see Annex) was sent out to 31 state representatives, covering the aforementioned eGovernment initiatives. The responses were received from 18 countries (17 Member States and 1 EFTA country) - Austria, Belgium, Bulgaria, Croatia, Ireland, Italy, Latvia, Liechtenstein, Luxembourg, Malta, Netherlands, Portugal, Romania, Slovenia, Spain, Sweden, Hungary, and the Czech Republic – amounting to a representativeness of 58% of all (EU+EFTA) countries, and 63% of the Member States.

- ▶ Measuring the performance of the EU Member States in the context of the cross-border European initiatives, the research likewise attempts to evaluate the advancement of national eGovernment agenda. Conducting an inventory of the availability of certain eGovernment aspects for national usage, the research investigates the availability of local and regional solutions and approaches toward implementation of the Digital Agenda for Europe.

For the second phase of data gathering, several changes were made prior to survey submission:

- ▶ First, the survey was revised to lower the amount of subjectivity inserted by the answers in the first phase;
- ▶ Second, the topics of interest were revised to match the current EU trends on eGovernance. Thus, the existing survey chapters were revised in terms of redundancy, and an entirely new chapter on Digital Identify Wallets was added.
- ▶ Third, the methodology was revised to allow for simpler, yet less subjective data analysis;
- ▶ Finally, the overall approach was revised based on the reviewers' comments, the experiences from the first phase of data gathering, and the remarks obtained from internal and external project partners.

It is important to note that the present report should not be seen as an isolated WP1 deliverable, but as piece of a deliverable set whose parts complement each other. Thus, all four deliverables: D1.2, D1.4, D1.6, and D1.8 should be read as a single document.

2.3 Data collection and analysis

Combining both qualitative and quantitative research methods, the study used the following data sources for the assessment of the eGovernment baseline:

- ▶ *Data collection survey*. The survey was targeted at the current eGovernment advancement of European states and consisted of 5 major subjects: Electronic Identification and Trust Services,

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European Digital Identity Wallets, Single Digital Gateway, Digital Service Infrastructures and Once-Only Principle and Data Strategy. The online survey was distributed to the Member States' CIOs of and EFTA countries and the data was collected between March 31st and August 22nd, 2022. The respondents were suggested to also evaluate the performance of their countries with respect to the indicated topics. The questionnaire offered the respondents a possibility to supplement the submitted data with additional comments illustrating country-specific context relevant for understanding the particular eGovernment initiative.

- ▶ *Desk research.* The insights derived from the survey are supplemented by the analysis of the existing policies and reports relevant for comprehension of the general eGovernment domain, as well as its advancements along the five topics of interest. The EU policies stipulating development of the shared European digital space have been used as a guideline for survey design and analysis. At the stage of the response analysis, the data obtained via the survey was supported by contextualization of the EU MS' eGovernment development through research of relevant national strategies and legislative frameworks. The results from the survey provide the basis for rich context analysis of the respected country, but more important – for drafting policy recommendations supporting each stakeholder in the process of digital transformation through policy compliance.
- ▶ *Semistructured experts interview.* One of the distinguishing traits of this study compared to the more general overview reports (such as the eGovernment Benchmark reports, the Digital Economy and Society Index (DESI) and NIFO (National Interoperability Framework Observatory)), is the ability to obtain information at a more granular level. This information comes from several sources: the DE4A pilots, the architecture iterations in relation to the implementation practices within DE4A, the contextual know-how obtained from the shared experiences with related initiatives (TOOP, SEMPER, BRIS, mob4Gov, etc.), and the dedicated experts interviews on the topics of interests. The results from the latter are integrated into each of the major themes of the survey, enriching the contextual analysis of the survey results. More importantly, the insights from these interviews allow us to view the results from several different perspectives and address the whole spectrum of eGovernance stakeholders.

During pre-processing, survey data was cleansed and checked for consistency. Moreover, contextual information was extracted from the respondents' comments to add relevance to the analysis and to allow for a more granular view of the discussed issues. If needed, direct communication with the respondents was established to clarify the point of either the question or the position response of interest.

One major point that distinguishes this report from the previous (the one delivered from the first phase of data gathering) is the removing of the calculation methodology. The employment of this methodology was deemed as an inappropriate effort for several reasons: first, the methodology was applied to a data containing too subjective answers, making it both inaccurate and inadequate. Second, it was applied to an incomplete dataset and for the purpose of scoring and ranking, which leads to incorrect results.

- ▶ *Meaningfulness of the responses.* For the survey targeted at the member states' CIOs, it suggested the respondents to complete the questionnaire at best of their knowledge, leaving out the possibility for abstaining from the answer if the information was not available. Unlike in the first phase, when the answers or choices of "Do not know" and "Not applicable" were not included in the quantitative analysis, these answers are included and considered as relevant to be shown in this phase. The reason for this is to get the impression about the respondents' engagement with the respective questions as a form of feedback that can trigger additional methodological revisions.

The results of the study reflect the current advancement of eGovernment of Europe, but the analysis relies to a great extent on the information provided by the CIOs of the European countries.

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Acknowledging the challenge of gathering multifaceted information on eGovernment performance aggregated at the national level, such approach influences the impartiality of the study. Furthermore, the fact that the survey achieved a response rate of 58% (63% among the Member States), requires to complement the analysis with information from additional sources. Moreover, this data should be consistent methodologically in order to provide the relevant information back up. For similar reasons, the study cannot be assumed to be representative for the complete geographical scope. These drawbacks have been partially overcome by the exhaustive desk research, the context analysis based on the free-text comments in the survey, as well as the semi-structured experts' interviews. The latter is also an argument towards mitigating the risk of biased representation of survey information.

This report has a few limitations. The main one relates to comparability of the country analysis that results both from the second phase and between the two phases. The reason is mainly the incompleteness of data obtained through the surveys and the low quality of the obtained feedback. In addition, not all countries that provided responses are the same in both phases. However, even if such feedback was perfect in both of the phases, it is not reasonable to draw conclusion about the contributions of DE4A for such outcome, as DE4A is not the only initiative that has been supporting the realization of Europe's eGovernment agenda. Therefore, where available, we support our results with data from other reports as well, but we are cautious when making any comparative analysis, as data comes from different sources and is based on different methodologies.

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3 Once-Only and data strategy baseline

This part of the report measures the Member States' implementation of the OOP and presence of data strategies including generic access to base registries. Enshrined in the eGovernment Action Plan, the OOP implies the reduction of administrative burdens for the EU citizens, businesses, institutions and public administrations by allowing them to provide a certain type of information once and implying the reuse of the collected data upon the consent of all parties. In the following, the data from the survey is presented in five subsections:

- ▶ Data strategy and generic access to base registry services
- ▶ Status on the overall implementation of once-only
- ▶ Implementation of OOP related to cross border services
- ▶ Evidence type and format
- ▶ Barriers on the Once Only Principle

3.1 Data strategy and generic access to base registry services

In order for the OOP to be successfully implemented, the prerequisite is that Member States address the reuse of data within their administrations in one way or another. The survey showed that all responding countries report having adopted a national digital transformation strategy that is already in line with the EU digital agenda 2030 and the Digital Compass principles. This sets forth a set of strategic and tactical measures to support eGovernment development. Figure 1 illustrates the different strategic instruments used by the respondents. In regards to the OOP, it can be observed that up to 81% of the responding countries have a national strategy of reusing public sector data. This implies that only 19% of the respondents do not have a respective strategy for data reuse in place. However, there is an increasingly positive trend on setting up a strategy for reusing data in the public sector, especially if we consider that the above ratio (81:19) obtained from the results in the first phase of data gathering was 50:50. In this stage, even the implementation of Open Data by default is as high as 44%, aside from the existing strategy for Open Data in 69% of the respondents' countries.

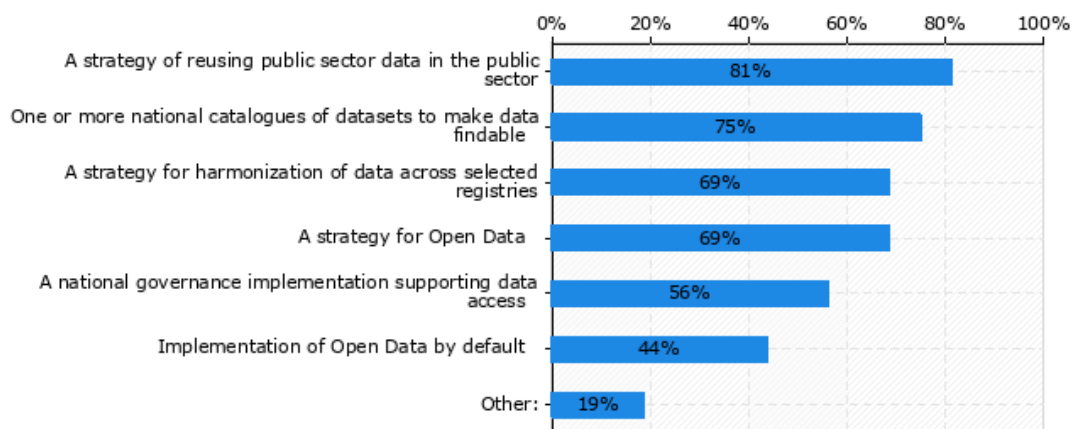


Figure 1: Adoption of a national data strategy

Most respondents use either between 2-3 (42%) or 4-5 (25%) of the mentioned instruments in Figure 1, while 17% have strategic focus on all instruments. Only 17% of the respondents use only one instrument in their digital transformation efforts.

It should also be noted that as much as 75% of the respondent countries have a strategic focus on making data findable as part of their strategy for harmonization and reuse of data. Somewhat less

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(56%) is the extent to which countries have a national governance implementation supporting data access as a strategic focus. This is still a largely positive trend compared to the results from the first phase, when this number was around 40%.

For example, in Bulgaria, the policy for data and management of data is also embedded in the national e-government development strategy 2020 – 2025. The Registry Information Exchange System in Bulgaria (RegiX) has been developed (in 2014) as part of the central eGovernment system with the aim to provide integrated administrative services. Thus, it enables automated interconnections between multiple Bulgarian authorities (currently 30) and the registers maintained by them (a total of 62), as well as information systems, in the form of machine-to-machine services. It provides the possibility to access the registers through a central component that ensures compliance with the requirements for interoperability and data exchange and is managed by the State eGovernment Agency. It is also responsible for preventing an institution from requiring citizens or organizations to provide data more than once. Instead, administration must collect the necessary documents officially from the primary administrator of the data. It is also possible for the authorized users of information to automatically retrieve data from basic registers. Furthermore, although Portugal has been working on its National Data Strategy and National Open Data Strategy for the PA, its Action Plan is defined in the Strategy for the Digital Transformation of the Public Administration, addressing several data dimensions. Some examples are: governance, streaming real-time open data, High-Value Datasets, Cross-sector Public Administration data catalogues and data interoperability.

3.1.1 Access to data

A notable amount of self-services for citizens are maintained by private entities through procurement processes. It is therefore important that not only public organizations, but also the private sector has access to the relevant base registries. From Figure 2 and Figure 3, we can see that only 1 of the respondent countries has reported not granting access to base registries for private entities. Around 80% of the countries have implemented access to registries regarding businesses, 67% to Vehicles (same as in the first phase) and 67% to Building and housing (which is higher than the 50% in the first phase). The rest of the data is almost identical as in the first phase. However, this distribution could be attributed to economic interests. Therefore, implementation is most likely linked to economic services rather than public services.

Although the dataset we obtained has its limitations with regards to its statistical completeness, it still allows us to make relevant observation regarding the trend of positive or negative changes between the two phases. In that sense, it reasonable to state that the revision of the Public Sector Information Directive [15] has provided a certain push to the Open Data agenda and influenced the access to base registries. Its implementation in the Member States' nation laws has enabled the reuse of high value datasets within business, as well as geospatial and meteorological data. As a results, there are also differences in applying the Directive from one country to another. For instance, in Spain any private entity can access open data. In Belgium, although all registers can be accessed, this can be done only by prior consultation, and after the private legal entity has received an approval to use this data, for example based on their legal obligations and only in that legal context.

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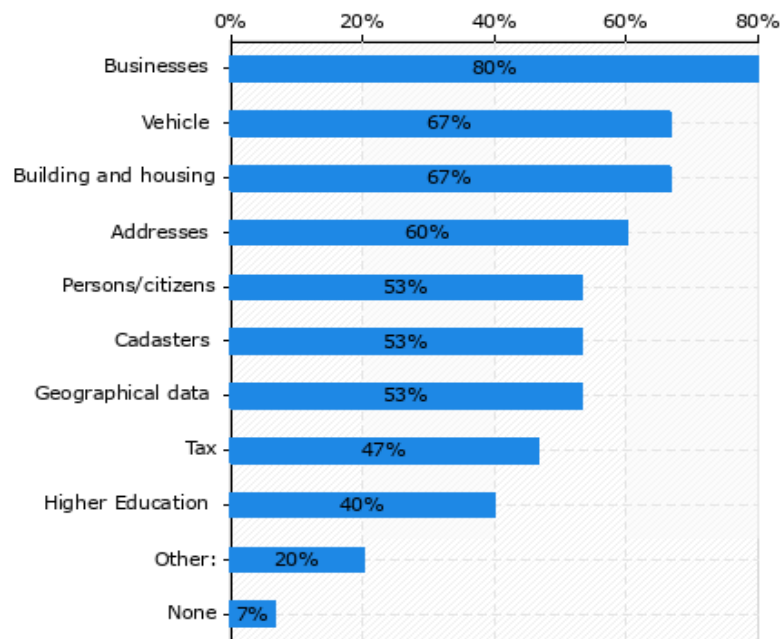


Figure 2: Base registries that can be accessed by private entities

Additional differences among Member States exist in the access to personal data by private companies varying from No access at all (in the case of Portugal), to access to certain types of private companies. For example, Netherlands allows access only for health and pension insurance companies, similar to Belgium, where companies with legal obligations that require access to certain data are allowed (such as hospitals in the context of the eBirth process). Hungary mainly allow access for financial service providers, similar to Bulgaria, which also provides access for legal entities to the registries Businesses, Building and housing, Cadasters, and Geographical data (with the required authorization). Italy also allows access to registries for utilities (electricity, water, etc.) for the purpose of ensuring that data provided by customers is true for registration, and for providing lower tariffs. In Slovenia all types of private entities are allowed access, with sufficient legal basis. In the case of Sweden, access to registries is also limited depending on the purpose for use. For instance, for the Persons/Citizens registry, personal data may be disclosed (processed) if the recipient is to use the data to update, supplement and check personal data (control purpose), extract information on name and address by drawing samples for direct advertising, opinion formation or public information or other similar activities (the selection purpose).

Fewer differences among MSs exist in the case of accessing non-personal data, for which most private companies are provided access without the need for authorization.

It is important to note that the implementation of the access to relevant registries directly affects the SDG implementation process itself. For this purpose, data lookup through application programming interfaces (APIs) is especially important to ensure fast integration of cross-border services. Figure 3 below illustrates that 69% of the responding countries organize the access to base registries through APIs, implying that less than a third of the responding countries do not allow access through APIs.

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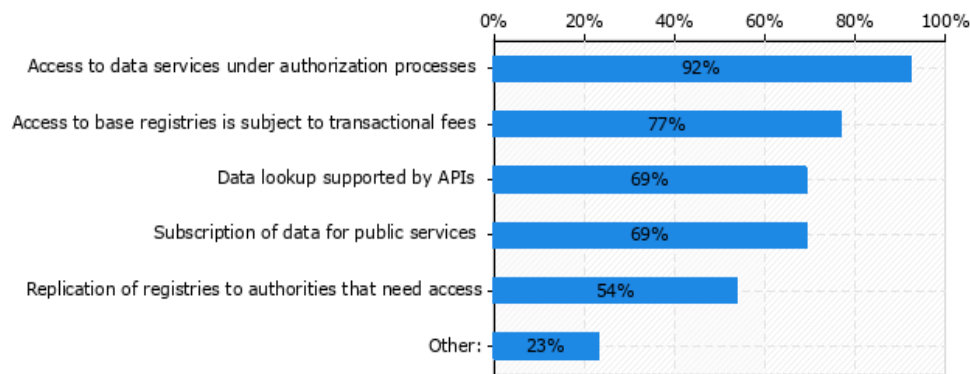


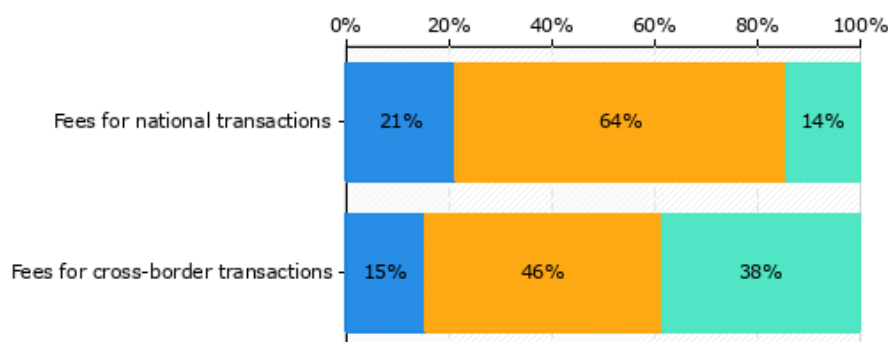
Figure 3: Access to base registers

A trend that can be observed between the two phases of data gathering in WP1 is the extent to which access to data services is allowed (under authorization), increasing from 75% in the first phase to the current 92%. Furthermore, subscription of data for public services has raised from 50% to 69%, while transactional fees for access to base registries have a slight rise from 71% to 77%.

As transactional fees are a major factor in the implementation process of the SDG, we also investigated it in more depth. Figure 4 shows that the introduction of fees is a greater concern for private companies and citizens, in the cases of both national and cross-border transactions, whereas for public entities the fees for access to base registries are much less introduced.

Close to two thirds of the respondents have introduced fees for private entities, while only ones fifth asserts fees for public entities for national transactions. Similar ratio between private and public entities can also be observed in the fees for cross-border transactions. The trend between the first and the second phase of this analysis shows some decline in introduced fees for public entities, and very little increase for private entities on a national level. Regardless of the fact that the amount of uncertainty due to the high number of responses “Do not know”, this trend is still valid.

In addition to investigating the fees for public and private entities, an additional variable we introduced in the analysis in the second stage is introduced for citizens, for both national and cross-border transactions. The results show that the number of cases when such fees are introduced is somewhere between the one for private and public entities. Thus, less than half of the countries assert fees for citizens’ access to base registries for national transactions. Due to the high uncertainty of answers in the case of fees for citizens’ access for cross border transactions, we cannot draw meaningful conclusion.



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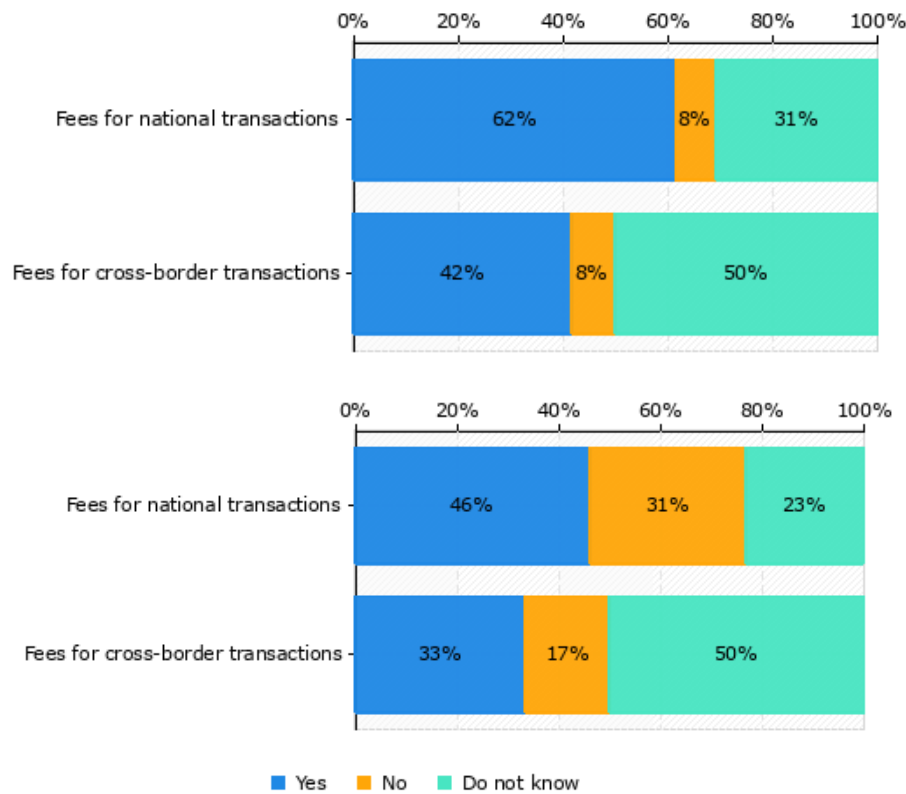


Figure 4: Fees introduced for access to cross border registries for: a) Public; b) Private entities; c) Citizens

A closer view at the raw data underlying Figure 4 shows that most of the responding countries are consistent in their answers on fees for national and cross-border transactions. From those answers, it can be derived that most respondents likely have a policy in place governing rules regarding transactional fees. For example, in Spain, access conditions for citizens and private organizations are set by the competent authority of each base registry.

According to the SDGR, it is possible that a user has to pay to obtain certain evidences from an issuing authority. Article 13.2 (e) states that “where the completion of a procedure requires a payment, users are able to pay any fees online through widely available cross-border payment services, without discrimination based on the place of establishment of the payment service provider, the place of issue of the payment instrument or the location of the payment account within the Union”. However, this provision is applicable only to the payment by the user of a fee to the competent authority requesting evidences for the cost of the administrative process.

As Figure 5 shows, around 30% of the countries do not have any applicable fees for out any of the SDG procedures, while almost half of the responding countries do have applicable fees. These which vary from one competent authority to the other, and also depend on the procedure and the type of evidence required. However, from the comments obtained by the respondents, this percent is much higher, with almost every country having applicable fee for at least one or two procedures. Even the countries that opted for “No fee”, denote that there can be costs related to the procedure itself, for example revenue stamps.

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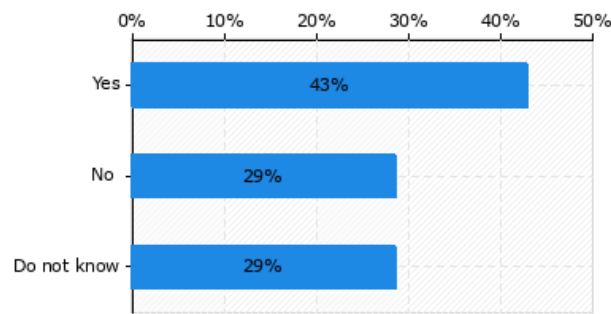


Figure 5. Applicable fees for carrying out any of the 21 procedures

There are various online methods that enable the payment of the fee, for both national and cross-border contexts. The most prevalent nationally are the banking solutions (in 77% of the countries) and the credit/debit card (in 62%). Other means, like PayPal, are also being used. For cross-border transactions, credit/debit cards are preferable over the national banking solutions (54% / 38%).

Clearly, the SDGR does not address *the payment* of a fee to the competent authority providing evidences, implying that there is no formal legal obligation for Member States or their authorities to modify or eliminate their charging policies (in the context of the Regulation). In other words, if the issuing competent authority already charges a fee to the user for evidences outside of the context of the SDGR, they can also do so for procedures covered by the SDGR.

Another aspect for cross-border implementation concerns synchronous and asynchronous communication, the latter being much more time consuming and burdened by delayed responses rather than direct responses within seconds. For an optimal user experience, use of synchronous communication delivering instant replies would be favorable. On this matter, the survey (see Figure 6) indicates that most countries (86%) have a mix of both communication patterns. The survey does not provide a sufficiently clear answer to the adoption of the responding countries, as the raw data shows that some of the respondent marked Asynchronous communication while giving arguments for “A mix of both” in the field denoted for “Other” types of communication.

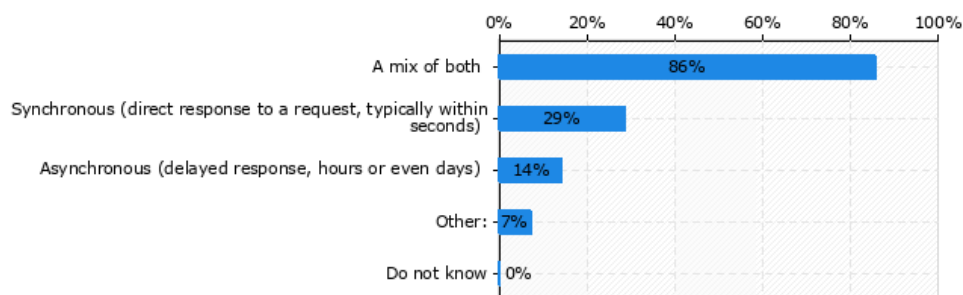


Figure 6: Communication patterns supported in the offering of public services

Whether in a national or cross-border context, competent authorities depend on basic information in order to provide relevant public services to its citizens. Providing citizens with access to their data does not only promote transparency, but it also contributes to improving the accuracy of their data.

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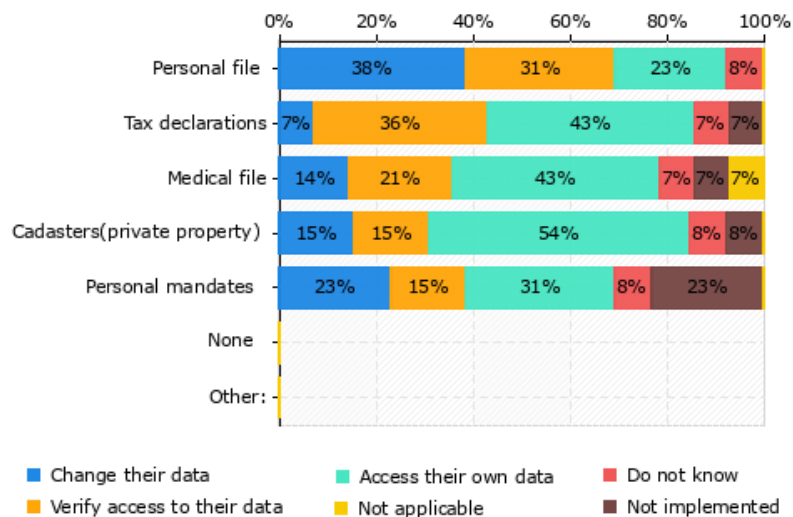


Figure 7: Citizens' provisions over their personal data

Figure 7 illustrates the types of personal information citizens can examine and verify the access to by public officials. The overall observation is that *access* to personal data from specific areas is widely available, especially those that require self-involvement by the citizens. For example, tax declarations are mainly dependent on citizens reporting their income and certain expenditures (although there are exceptions to this practice, like for e.g. in Netherlands, where the tax office automatically gathers data without any user involvement). Furthermore, the registration of property (cadasters) also depends on the citizens' active involvement. Another observation that can be made concerns the access to personal data by others. As Figure 7 illustrates, most areas lack the capability to provide means for verification of access by others. There is some improvement in this regard for the tax files and the personal mandates, but decrease in the access provision to medical records compared to the first phase. This is an especially important aspect to address, considering the fact that access to medical records is often needed by care-givers in critical cases when patients are not able to access data themselves.

A positive development, however, is that most responding countries report a strategic focus on making data available for their citizens. This in turn contributes for upholding data quality, in addition to transparency, increasing trust in government and the public officials in the long run.

3.2 Status on the overall implementation of once-only

As shown in Figure 8 below, the overall implementation of the OOP is still at an early stage. Less than a third of the countries have responded that the OOP is implemented either broadly at the national or at all levels of power. Surprisingly, only 7% of the countries have implemented the OOP broadly at the regional level. This result may also be due to the high uncertainty and the lack of the data obtained for this particular answer. Analysis the results from the first phase shows that even up to 46% of the responding countries have implemented the OOP in some areas at regional level, which may be closer to the real picture.

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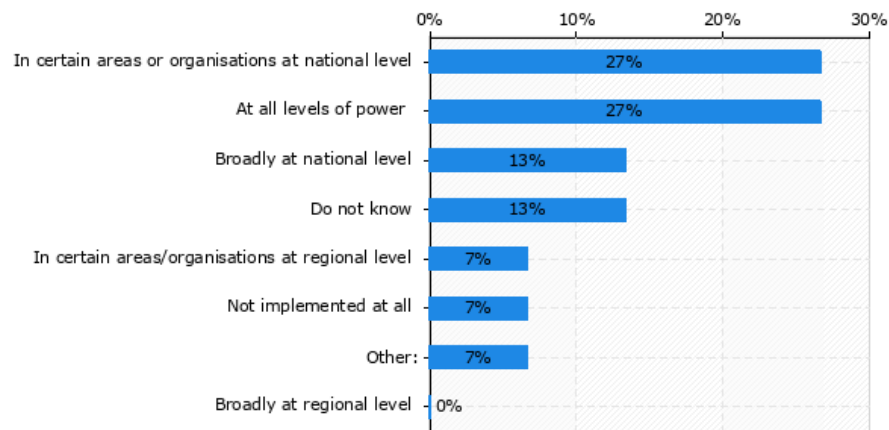


Figure 8: Implementation of the OOP

Overall, implementation in certain areas looks more promising both at the national and regional levels, with approximately half of the countries replying positively for each level of power. In total, 93% of the countries have replied that the OOP is implemented to some extent at the national level, and 67% have to some extent implemented it at the regional level. The countries that have indicated a broad implementation at the national level, also report a broad implementation at the regional level. However, two countries have replied not having any implementation of the OOP at all.

The results indicate that the overall implementation levels of the OOP are very heterogeneous across countries, regardless of the fact that the distribution is skewed towards a small group of countries with very high implementation levels.

In order to further investigate the national context for the results above, it is important to analyze the legal basis of what the OOP means in the different Member States. The results are presented in Figure 9 (a) and b)), Figure 10 and Figure 11.

From Figure 9a) and Figure 9b) we see that slightly over half of the countries have a direct communication in terms of data exchange with public administration in other countries that is also legally supported by national laws. Most of these countries (71%) are also able to carry out this communication without the need to involve users or request additional provisions from their side.

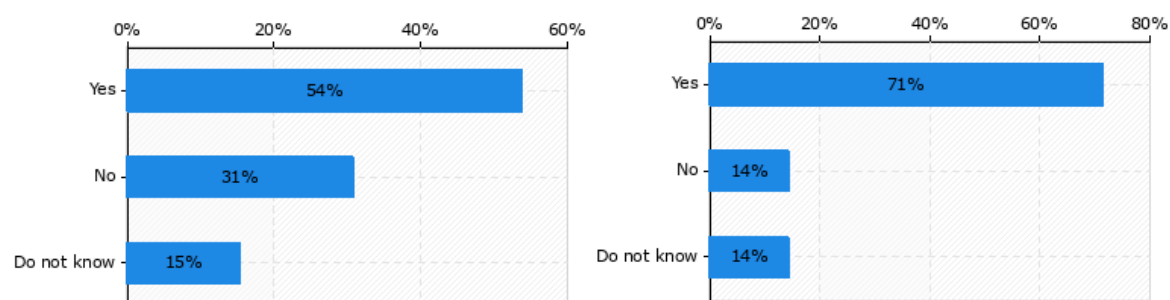


Figure 9: Direct data exchange provided by national laws: a) with a foreign public administration b) between countries’ administrations (without user interaction)

Notably, Spain and Netherlands have developed a separate national legislation act on OOP. Moreover, OOP monitoring is included in main administrative legislation, such as the state administration structure law. OOP and data sharing are embedded in the Spanish legislation for the public sector for almost a year now. Data protection is the main issue that can only be handled by the major competent authorities. The lack of human and technical resources are the main barrier for a full implementation.

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A similar case is observed in Croatia, with its DSI law. In Belgium, the OOP provisions have been integrated into a separate legislative requirement since 2014². More specifically, the law imposes on the federal authorities (defined in Article 3 of the Law) the obligatory (re)use of unique keys entity identification, and information from the various databases that via the service integrators allows this data to no longer be requested from the data subject(s).

Clearly, there are separate national laws in each of the countries, which also implies differences in the implementation of the OOP provisions. One such implication is the legal distinction between how the national queries are being processed compared to those from other countries. As Figure 10 shows, this can be observed in 57% of the cases.

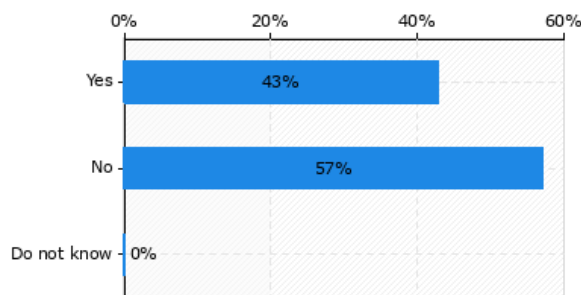


Figure 10: Legal distinction of requests by national and foreign administrations

In addition to being integrated into national law, OOP provision are to a lesser or greater extent guaranteed by non-legislative means, practices and guidelines, which, as Figure 11 demonstrates, are represented in a significant number. Three of the responding countries (Sweden, Bulgaria and Hungary) report no additional sources for OOP regulation.

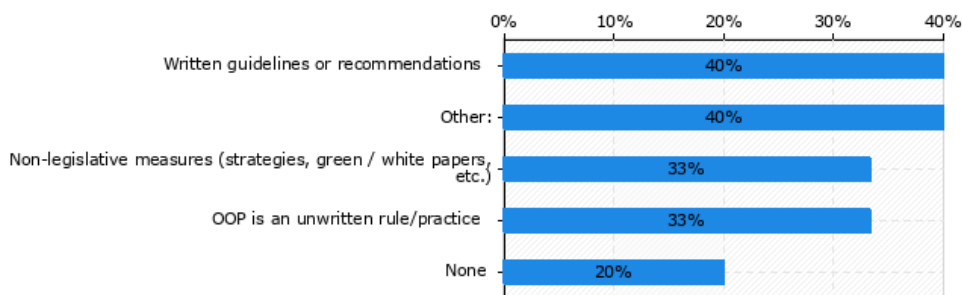


Figure 11: Other sources of OOP regulation

3.3 Implementation of OOP related to cross border services

The previous section discussed the overall level of implementation of the once-only in a national and regional context. In this paragraph, we provide additional analysis of the specific implementation of once-only in the 21 life-events described in Annex II of the Single Digital Gateway Regulation [7].

² For further information <https://kafka.be/nl/only-once-wetgeving>

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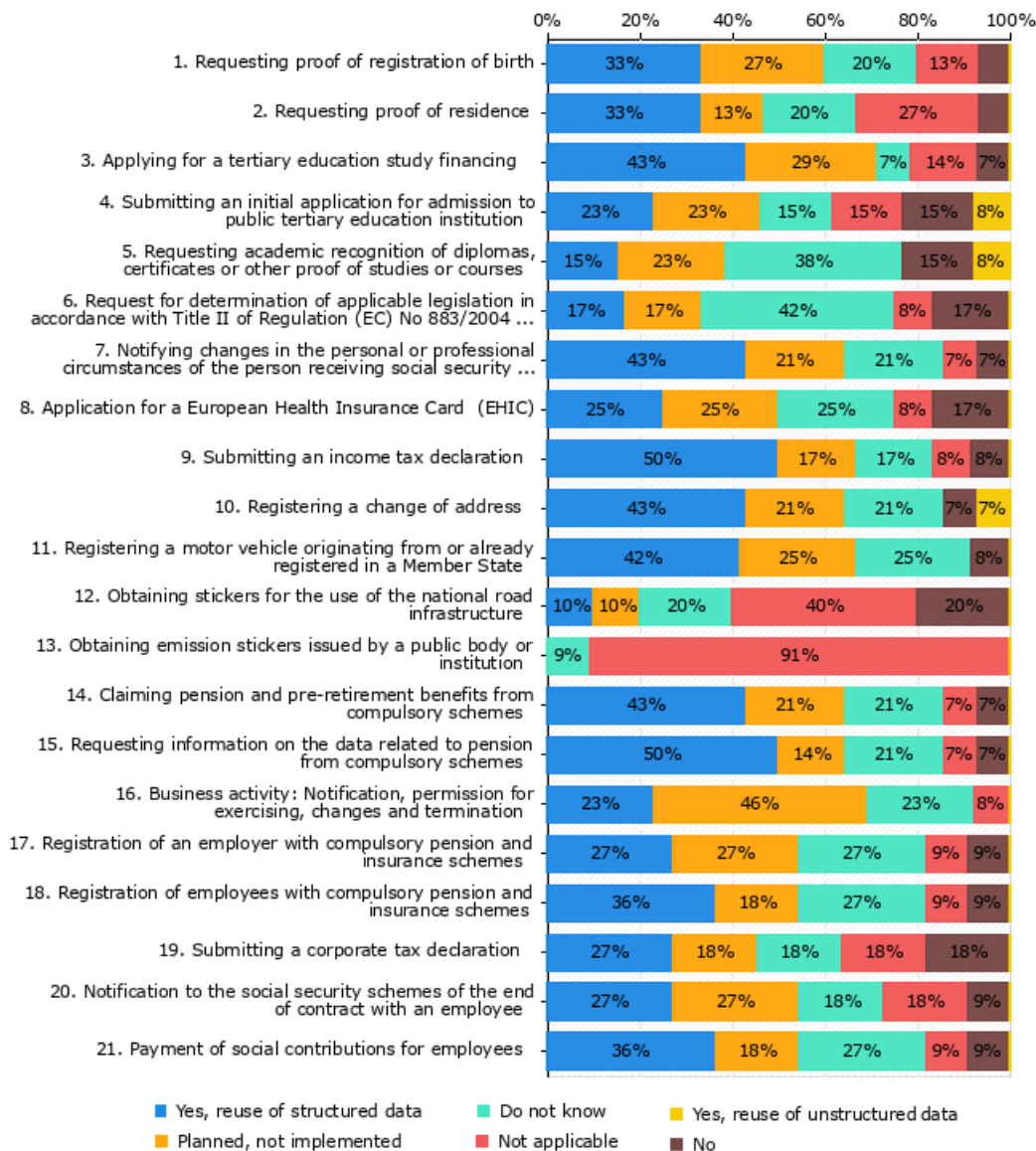


Figure 12: Implementation of the OOP for cross-border services

Figure 12 shows that implementation of once-only in the 21 life-events has in general been advancing. From DE4A aspect, this advancement is relatively positive in the context of everyday citizen affairs (relevant for the Moving Abroad pilot), and to a much less extent in the business and educational context (relevant for the Doing Business Abroad and Studying Abroad pilots). More concretely, the use of OOP in either unstructured or structured format typically totals to 30-50% for everyday citizen affairs, and between 15-30% for business and education context. Of those that have implemented once only, the choice of implementation is typically reuse of structured data. Furthermore, the raw data reveals that it is only a small subset of countries that accounts for the biggest number of instances when unstructured data is being used. Hence, from (re)use of structured data is the prevalent way of implementing the OOP across all the countries.

Relatively high percent of respondents (25-30%, and up to 46% for procedure #16 Business activity: Notification, permission for exercising, changes and termination) still report having planned, but not technically implemented the OOP system. Per procedure, the number of countries answering “No” is typically 1-3 countries. However, not all procedures are applicable in every country, which is somewhat expected for a diverse administrative and legal landscape as the European. For the majority of

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procedures between 2 and 5 countries have reported them as Not applicable, with two procedures standing out: Obtaining stickers for the use of the national road infrastructure (with 40%) and Obtaining emission stickers issued by a public body or institution (91%).

With implementation rates typically in the 30-45% range, the general picture of the implementation of the OOP for cross-border services is better than the previously described overall implementation levels, but still insufficient for an effective implementation of the SDG. However, as the distribution is also relatively skewed due to the uncertainty of answers (where respondents “Do not know”), especially for procedures #5 (Requesting academic recognition of diplomas, certificates or other proof of studies or courses) and #6 (Request for determination of applicable legislation in accordance with Title II of Regulation (EC) No 883/2004(I)), the previous numbers may actually be higher.

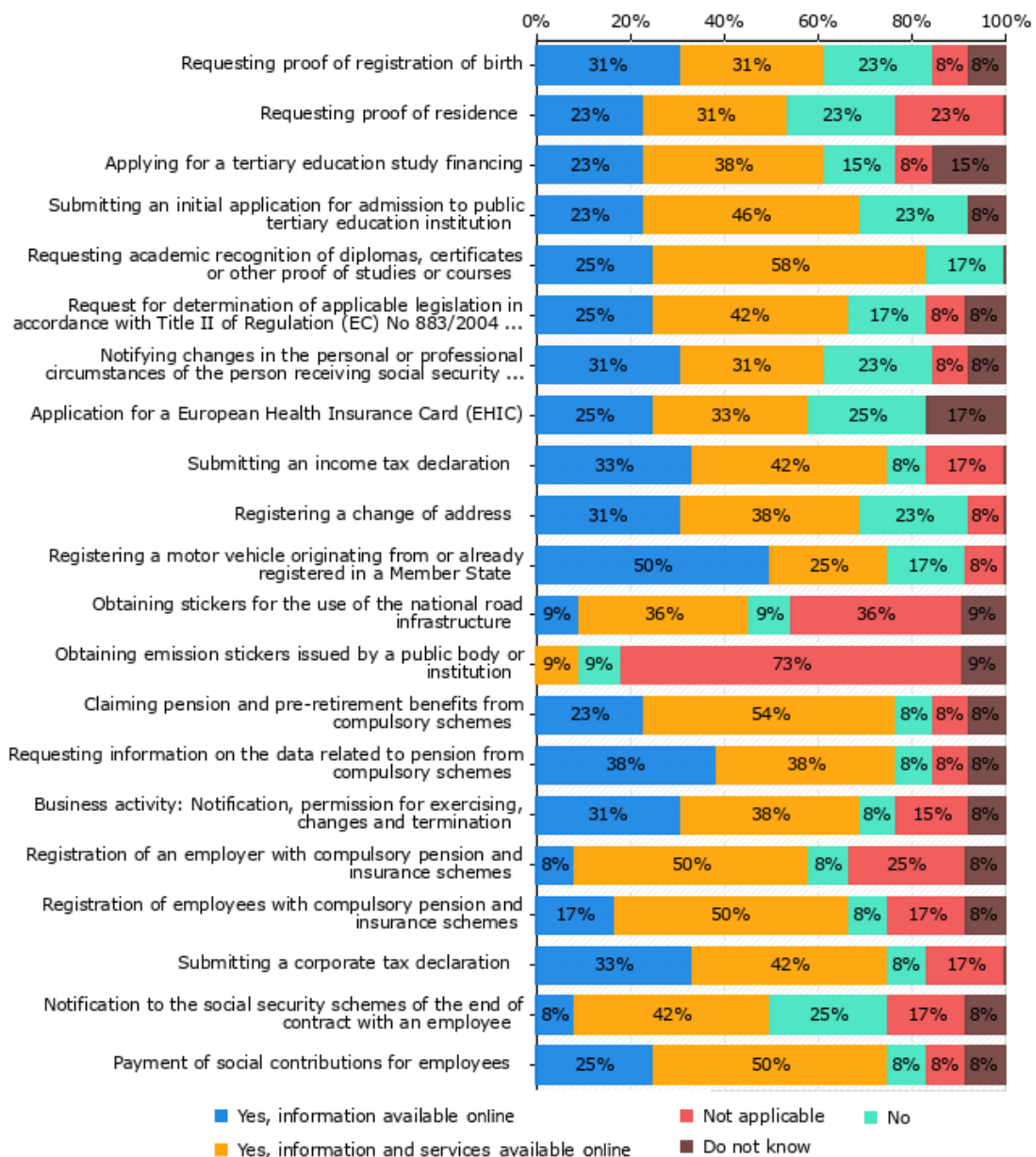


Figure 13: Cross-border availability of services

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Finally, respondents have also been asked about the cross-border availability of the 21 life events. Figure 13 shows that cross-border availability of SDG procedures is relatively high, ranging from 50% to 83%, with 14 of the procedures are even higher than the 60% mark. For 13 of the procedures, between 9 and 11 countries have reported having the services available for cross-border use, with the exception of Obtaining emission stickers issued by a public body or institution (with 18% availability and mainly stated as Not applicable) and Obtaining stickers for the use of the national road infrastructure (with 45% availability).

When comparing the number of reported “Not applicable” in Figure 12 with those of Figure 13, the reported numbers in the former are consistently higher than the latter. It has not been possible to find a generally valid reason for this discrepancy. Therefore, as there may be for each of the procedures valid reasons, this suggests a cautious interpretation of the replies.

Although out of the scope of this report, it may be an exercise worth doing to analyze these results from the perspective of the latest EC reports on e-Government, such as the Digital Economy and Society Index [14], the eGovernment Benchmark 2022 [13], and the 2022 Digital Public Administration Factsheets [16].

3.4 Evidence Type and Format

In their interactions with the OOP system, citizens are required to submit evidence for the procedure they are carrying out. These requirements vary by their nature from one country to another. The type of evidence that is required and the format in which it is being exchanged as part of the SDG procedures are important factors for exploiting the benefits of the OOP system.

Figure 14 and Figure 15 present a picture of the formats and the origin of the evidence submitted for the SDG life events. It can be seen that evidence is mainly submitted in a structured electronic format for all of the procedures, and to a much less extent in a paper format (present in 9 of the procedures). Furthermore, exchanged evidence within the OOP systems is mainly of Domestic origin, with more than half of the procedures allowing for exchange of Canonical evidence.

Where “Other” is denoted as part of the responses, it refers to some of the following reasons: there is no need of evidence for the given procedure; the procedure requires physical presence, or it is “Not applicable” to that procedure for the responding country.

The number of cases in which structured electronic evidence is submitted varies from 20% to 67% and depends highly on the procedure itself. Only 5 of the procedures appear to have requirements for an unstructured electronic format, while 7 allow for semi-structured format. This certainly has its own implication on the interoperability level (both semantic and technical); however the current results do not allow much reasoning in that direction. Additional inquiry is needed as to how the regulatory practices relate to the requirements for evidence format (the requirements for evidence type also varies among competent authorities), as well as the governance schemes within the separate organizations handling each of the procedures and the information exchange protocols among different organizations. Since this means that semantic information may be missing from the evidence, it is important for the technical system to ensure that at least sufficient metadata or some other form of semantic context is included during the exchange, to allow the receiving competent authority to interpret the nature and content of the evidence.

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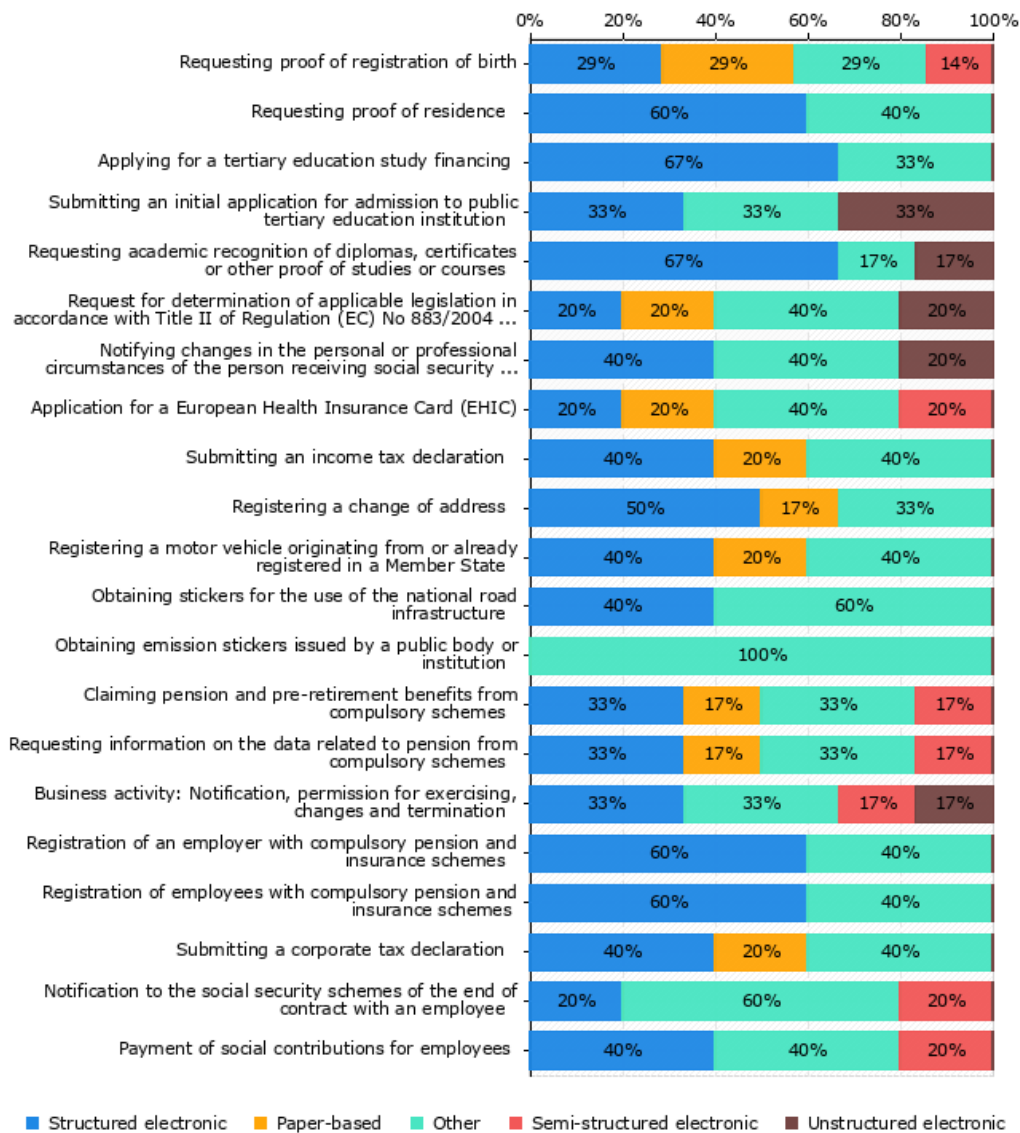


Figure 14: Format of the evidence to be submitted

It is important to note that even the concept of evidence “in an electronic format that allows automated exchange” can be interpreted and scoped in different ways. Generally speaking, “evidence” is a fluid concept, that should not be simply equated to standardized formal documents, comparable to the traditional way of working in an analogue environment (e.g. through standardized birth certificates, statements of domicile, extracts from criminal registers, etc.). In a digital environment, a much more granular approach is possible.

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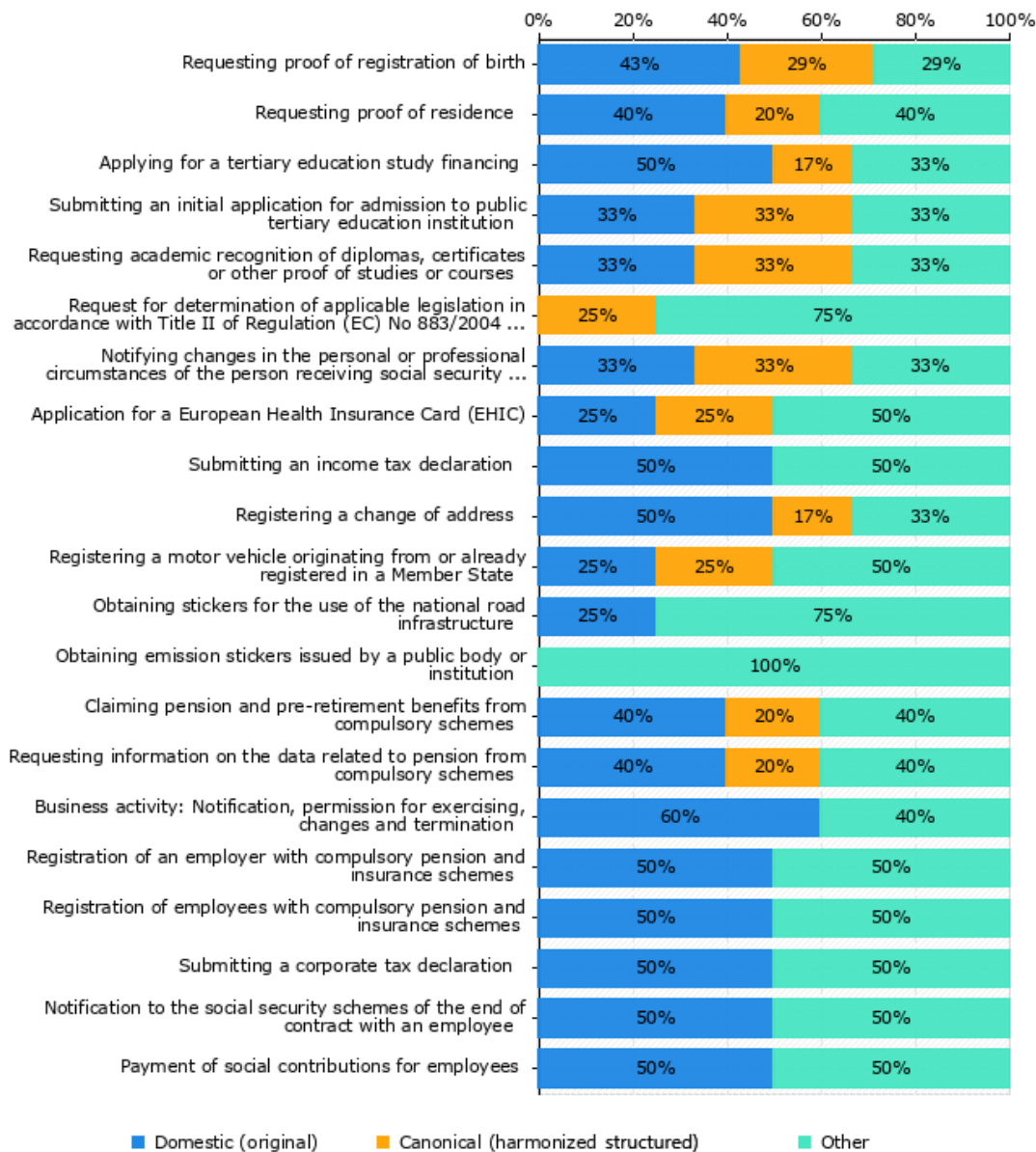


Figure 15: Origin of the evidence

There is still some discussion as to what extent fully unstructured electronic evidences would satisfy the requirements of the SDGR. Based on the lack of constraints on this point in the SGDR, it appears that competent authorities cannot reject evidence in an unstructured format. Thus, it is the issuing Member State that determines which evidence is issued and how, in accordance with its own national laws. As a results, a receiving Member State (or competent authority) cannot reject evidence on the basis of not meeting its formatting or structural requirements. A receiving Member State may however require additional proof related to the evidence, such as translation. It is presently still an open question whether the evidence issuing authority may insist on proof of the original request from the user, or whether it is simply required to trust that the requesting competent authority has met all applicable requirements. This issue will presumably be addressed in the implementing acts. By the once-only principle, Article 14 requires that the technical system allows the automated exchange of evidence between competent authorities in different Member. Similarly, it notes that the authorities must “make such evidence available to requesting competent authorities from other Member States in an electronic format that allows automated exchange”. These provisions strongly suggest a direct

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exchange, where evidence is requested by one competent authority from another, and provided by that competent authority in response. However, as the sections above have illustrated (see Figure 9), the reality is not so straightforward, as competent authorities cannot always exchange evidence without preceding it by a request from the user.

The above issue can be dealt with by the OOP in case there is uninterrupted data flow allowing users to continue carrying out the procedure seamlessly (i.e., the implementation does not result in users receiving their evidence while being log out of the session). However, there are situations where evidence will need to be collected or created upon request, e.g. because the relevant evidence is only available on paper and requires digitization, implying interruption of the procedure. Although not problematic from a legal perspective, it creates problems from an infrastructure perspective since users cannot remain logged into a session for days. In this case, such interrupted procedures imply that there is a need for special technical means to manage user requests until required evidence is complete.

In addition to data analysis on the type and the origin of evidence presented in this report, there is one additional observation that can be made from a theoretical perspective, although our data does not offer deeper insights into that regard. It refers to the evidence in the SDGR, which refers to the principle of data minimization that, in a certain way, joins the GDPR and the SDGR through Article 14.8 (of the SDGR). Namely, the Article requires that the submission of evidence is “...limited to what has been requested”, which invites the question: Who and how would follow the submission and the exchange of evidence between competent authorities in order to ensure that information is indeed held to the same level of completeness, both nationally and at a cross-border level? This is especially relevant when providing standardized evidentiary documents that usually contain substantially more information than required. This implies that more data than the necessary data is exposed in the process, which from a data protection perspective is “questionably correct”.

In order to inspect further the intertwined nature of the factors that introduce barriers to the implementation of the OOP, the next section analyses the countries representatives’ views and experiences with the OOP implementation in their own countries.

3.5 Barriers to the Once Only Principle

As discussed in the previous sections, the implementation of the OOP and the progress of SDG as a result have been creating many dependencies with national laws, political will, citizens, business, and administration digital readiness and existing technical infrastructures. This complex setting creates hurdles for the practical implementation and use of the OOP system. Therefore, it is necessary to investigate which are the perceived barriers that impede the European OOP implementation for the respective national governments, in order to establish efficient and effective practices for in the further implementation.

Figure 16 shows the respondents’ view on the barriers to national and cross-border implementation of the OOP technical system and data strategy. To understand the context of the results, some concrete barriers are listed (as provided by the respondents) in Table 1.

Figure 16 clearly demonstrates a need for addressing the barriers of all types, with lesser or greater criticality and need for immediate action. The highest criticality is assigned to the Human factor, deemed Critical to address immediately by as much as 40% of the responding countries. It is followed by the Legal (31%) and Organizational barriers (33%). The legal barriers are mainly expressed through the need for integration with the GDPR (data protection), the problem of identity matching, delays in the implementation of the regulatory prescriptions for the OOP system, and the legal certainty of the security measures. The organizational barriers, on the other hand, are seen in the lack of coordination in the implementation of the OOTS, the lack of both organizational and human resources, and the demanding administrative procedures for government bodies. For instance, OOP and data sharing are

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embedded in the Spanish legislation for the public for several years already. However, data protection is still a major issue than is mainly left for handling by the bigger competent authorities.

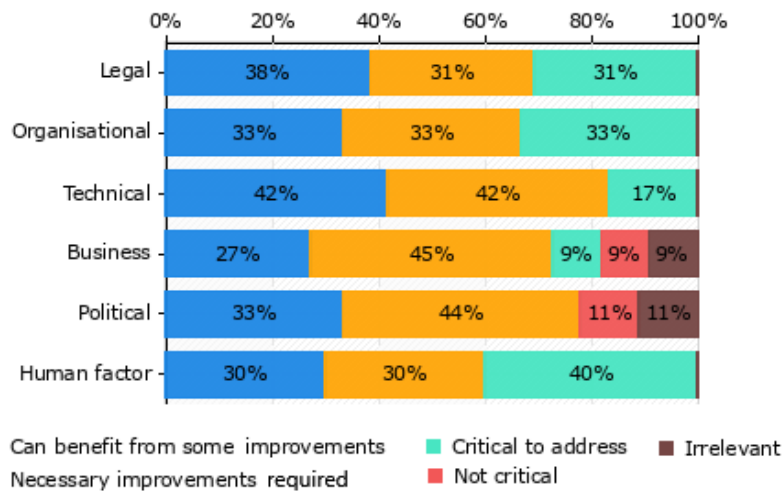


Figure 16: Types of barriers for OOP implementation and level of criticality

Some national laws also overlap in their jurisdiction. Only in around 20% of the cases, Business and Political factors have not been ascribed to be barriers for the OOP implementation. Moreover, neither is seen as critical to the OOP implementation.

Table 1: Description of barriers for OOP implementation, by type

Type of barrier	Description
Legal	<ol style="list-style-type: none"> 1. GDPR (data protection) 2. After less than 2 months there will be delay of 1 year regarding accepting implementation regulation for once-only technical system. This is a critical issue, which suggests us to think that the system will not be developed in required timeline (December 2023). 3. Legal certainty of security measures 4. Some national laws overlap in their jurisdiction
Organisational	<ol style="list-style-type: none"> 1. There is no implementation coordination mechanism provided and we have issues with available resources at this moment to use and support once-only technical system. 2. Scarce human resources 3. Administrative procedures are too heavy and demanding for government bodies
Technical	<ol style="list-style-type: none"> 1. Lack of standardization 2. Legacy technical resources 3. Various technical platforms in use (no standardization), old technology, vendor lock
Business	<ol style="list-style-type: none"> 1. Scarce economic resources 2. User involvement in the creation of IT services
Political	<ol style="list-style-type: none"> 1. Poor understanding of the importance of digitization 2. Insufficient number of public servants involved in DSI, fluctuation of employees, lack of IT skills
Human factor	<ol style="list-style-type: none"> 1. Lack of awareness

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	2. Some barriers are yet to be identified since both the technical system and the implementation strategy are work in progress. Data strategy has also not been launched yet.
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However, issues around data protection are not only noticed at a national level. In fact, one of the major challenge of the SDGR procedures themselves is ensuring the legal basis for the transfer of evidence, which may or may not contain personal data. This is precisely what cannot be left to assumption, especially considering the new regulatory steps towards user-controlled data flows. The reason for this is that explicit request of the user to transfer any personal data does not automatically entail a consent under the GDPR.

It is important to note here a principal difference between national level once-only legislation and the SDGR: national legislation can directly target specifically identified competent authorities, as they are known and/or identifiable under national law. As administrations may differ widely from one country to another in terms of their designation, competences and capabilities, the SDGR focuses on high level identification of covered procedures, and recommends a choice of competent authorities under a wider set of qualifications covered by Article 3 (4). This implies that a “competent authority” may as well be a private sector entity qualified as a competent authority under the SDGR. This leaves greater possibility for including the private sector in the implementation process, an act that goes in line with the drawbacks put forth by two of the experts interviewed for this report (EBSI / ESSIF and mGov4EU). Finally, compared to the results from the first phase of the WP1 survey, a clear trend can be noticed on unification of perceived barriers by the countries’ respondents. Considering the rapid advancement of the OOTS implementation and the progress of adopting the SDGR, this development comes as no surprise and can serve as a clear pointer to the common MS problems.

In order to inquire the specificities around the technical barriers for the implementation of the OOTS (which, although not deemed critical, have been claimed as barriers that require most improvements), we asked the respondent about their concerns over specific parts of the OOTS (Figure 17).

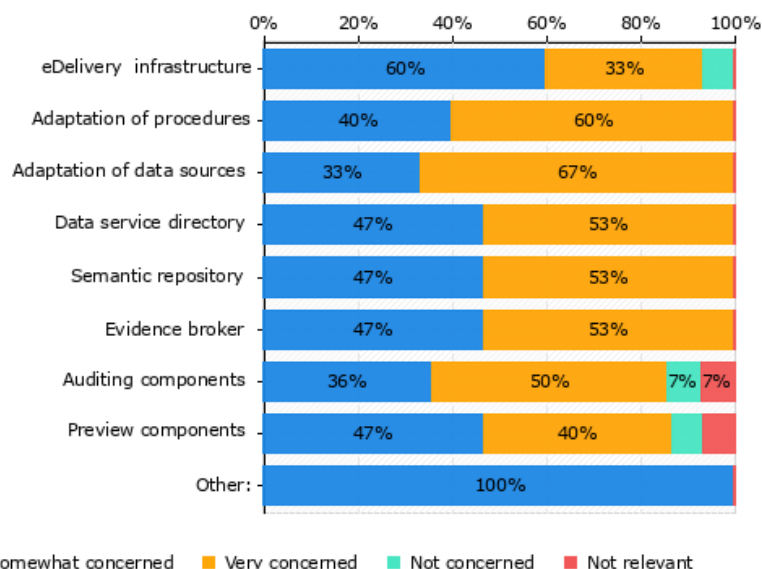


Figure 17: Concern over implementation of the national parts of the OOTS

The results show great concerns over most of the parts and components, the biggest of which are the concern over the adaptation of data sources (shared by 67% of the respondents), as well as the adaption of SDGR procedures to the national context (expressed by 60% of the respondents). The

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eDelivery infrastructure itself is mainly a moderate concern, while the auditing and preview components invoked various extent of concern – from no concern (in 7% of the cases) to Very big concern, in 40-50% of the countries.

It is important to recall that the results presented above should not be interpreted only within the context of the analyzed indicator. To some extent, there are also inherent constraints built into the SDGR that are merely indicative of the current technical state of play. If something, the results are indicative to the need for Member States to establish empirically based measures of the direct processes and practices following the Regulation and the technical systems implementation. Furthermore, one should keep in mind that, even if the implementation of the regulations goes perfectly and as envisaged by their prescriptions, revisions of the infrastructural models and the national legal framework are still inevitable. Therefore, it is likely that at least some Member States will want to examine the possibility of facilitating these changes by secondary revisions and amendments. Inversely, some Member States will want to work in an even more user centric manner, where citizens and companies have their own decentralized data spaces, in which they can employ the OOP system in a context-specific manner. These approaches are neither inevitable, nor are they superior to those of the grounding regulations. Rather, they are indicative of the cultural differences that may entail different communication protocols, trust frameworks, and eGovernment models. Future trends are hard to predict, especially from constrained datasets like the one that underlies the analysis of the current report. The willingness to change and adapt will most probably be the decisive factors on the further implementation progress of the once-only principle, and of the European digital future.

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4 Discussion

The results have demonstrated that the digitalization levels of the responding countries vary to a great extent. Furthermore, the overall picture is one of low adoption and implementation of the SDGR, regardless of the relatively advanced implementation of the OOP technical system across countries (especially with respect to data strategy, access to base registries and once only).

With the methodological limitations and the constrained dataset available for statistical analysis, a few questions and observations can still be considered as important with high relevance:

- ▶ The low adoption and implementation levels that in general may be considered obstacles of a timely cross-border implementation of the OOP, poses the question if a separate governance model is needed to establish a more coordinated effort of the Member States in transposing the SDGR into the corresponding national laws in a way that supports the cross-border experience as well. This also implies that monitoring mechanisms are required to follow that progress, a practice that has already been well established for the eIDAS (See Deliverable 1.2). From the experts' interviews, we find that no such monitoring mechanisms currently exist, except internally, at the EC-level in the form of a central dashboard.
- ▶ Assuming public administrations in general work diligently to ensure cost-effectiveness and relevant modernisation of services, the figures described in Section 3 invite further questions on the effectiveness and the efficiency of the technical implementations, and its employment in practice by all relevant stakeholders. Thus information will be further explored by specifically analyzing the barriers and risk to OOP implementation in European countries, and will be presented in a separate report (Deliverable 1.8). The current report, however, indicated that there is a gap between the political ambitions of European regulation and the real-life implementation and service adoption across the European countries.
- ▶ A question that still exists even by acknowledging the aforementioned gap, is: what is the most efficient and effective way to bridge that gap? Is it by large transnational and global complex initiatives that focus on the general European citizens' benefits? Or maybe a more narrowly scoped initiatives supporting the individual countries' interests and national efforts? It is reasonable to assume that something in between would provide a balanced effort that overviews the need of all stakeholder. However, this also entails the need for additional coordinative bodies (Agencies or Networks), which returns us to the first point on the need for a clear governance model aware of the interdependencies between the different Regulations and national legislations at a more granular level.

Finally, it is important to again stress the need for the technical system to ensure that at least sufficient metadata or some other form of semantic context is included during the evidence exchange for the SDGR life event, in order to allow the receiving competent authority to interpret the nature and content of the evidence. This implies that the technical system should be designed in a way that allows this metadata or semantic context to be discovered during the evidence exchange (either by embedding the metadata or semantic context in the evidence itself or by accompanying the exchange by metadata that contains the relevant semantic context).

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5 Conclusions

The purpose of this study was to take stock of the existing Once Only capabilities at regional and national level, Once Only capabilities related to cross-border services, and national data strategies referring to access provisions to base registry services. As one of four related studies, this report approaches the topic in a multifaceted manner, establishing interdependencies with the current regulatory EU efforts while providing empirical evidence of the implications. As such, it supports the implementation of the SDG and OOP and positions them at the core of the Europe's digital transformation.

Based on a quantitative study of 63% of the EU countries, this study has provided insight into the established data strategies, including access to base registries, as well as the current implementation levels of the OOP, noting a visible progress on almost all indicators since the previous analysis in 2020.

More precisely:

- ▶ Regarding data strategy and generic access to base registry services, the report showed that 81% of the responding countries have a national strategy of reusing public sector data, which pictures very positive trend, especially compared to the first phase of data gathering when this number was 50%. Furthermore, most of the base registries are accessible by private entities. However, there are still transaction fees implemented for accessing base registries, which are disproportionately bigger for the private sector and citizens than for the public sector. This is likely to have an adverse effect on the user-centricity indicators, and on the flow of data in the OOP technical system in particular.
- ▶ The report also provides insights into the citizens' access provisions to their data. Regarding citizens' access to data by themselves, the report showed an advanced state of the provision for accessing and changing their data on the one side, but lack of means for verification of access by others. The latter aspect especially raises concern if considering the decrease in the access provision to medical records compared to the first phase of data gathering for the WP1 reports.
- ▶ Finally, regarding the overall implementation levels of the OOP, although still lagging behind the objectives outlined for the SDG implementation, the report notes relatively high progress levels since the first phase. This may also be due to the triggering nature of the COVID-19 pandemic, which – aside from its negative effects on the overall mobility state, had a bootstrapping effect on the need for digital transformation in critical sectors. This also triggered a more beneficial resource distribution for that purpose, providing additional incentives in terms of expert engagement, political will and implementation urgency.

Clearly, any initiative that utilizes or depends on cross-border OOP should not assume the implementation of the OOP assured at all aspects. As deficiencies were identified in regional and national contexts, these may have even more pronounced implications for a cross border setting. Differences in countries' administrative procedures and the data required for those procedures may only add the existing complexity. Barriers that may arise due to the differing levels of OOP implementation across European countries, some of which were also discussed here, but are broadly elaborated in the D1.8 deliverable.

If perceived as prerequisites for a successful realization of SDG, the status on data harmonization, free and effective access to data, implementation of the OOP in national and cross-border services and the availability of those services for cross-border use, show beneficial progress, but also point to important shortcomings that require attention and addressing at both national and European level.

Finally, it is important to note the state of OOP implementation and the data strategy practices analyzed in this report also had their impact on the development of the DE4A project architecture and the implementation of the piloting activities aimed at supporting the implementation of SDG.

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Additional architectural requirements were posed and implementation practices were established in order to cope with these challenges. Some of them are addressed by the studies that complement this deliverable, named: the “D1.2 Updated Member state eGovernment Baseline”, “D1.6 Updated Baseline EU Building Blocks supporting Once Only and standard data sharing patterns” and “D1.8 Updated legal, technical and managerial barriers”. Further alignments in terms of topics discussed and DE4A relevance of the results can also be found through the established internal connections with the WP2’s Project Start Architecture and WP4’s piloting activities.

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Annexes

Annex – Digital Europe for All (DE4A) survey

Digital Europe for All (DE4A) survey

Purpose of the survey and data protection

Dear member state representative,

On January 1st 2020, the EU member state-driven project Digital Europe for All (DE4A) was launched. DE4A is dedicated to creating an open and comprehensive environment and platform to support public administrations in delivering secure, high quality and fully online cross-border procedures for citizens and businesses. In addition, it will provide insights into the barriers to cross-border interoperability and the enablers for overcoming them. You can read more about the project on the project website, <https://www.de4a.eu/>.

The survey that we kindly ask you to fill in is a second phase of the data gathering process within the project that takes stock of the deployment of cross-border services. The results and analysis of the first phase of data gathering can be found [here](#), under D1.x deliverables.

We will use the data collected in the second phase to analyze the implementation of specific eGovernment action points in the member states and to get insight into the progress of implementing the technical architecture and the eGovernment environment since the previous stock-taking. The derived insights and good practices will serve as practical guidelines for the development and deployment of digital public services for other EU member states, as well for self-evaluation (together with own experience) of the DE4A architecture development.

The survey consists of several blocks: (1) eIDAS National ID schemes, (2) eIDAS Nodes and trust services, (3) (European) Digital Identity Wallets, (4) Single Digital Gateway Regulation: Life Events, (5) Digital Service Infrastructures, (6) Once-Only Principle and Data strategy. Each of them aims to gather insights into the current state, the implementation process, barriers and enablers, which are to be compiled into separate reports on the elaborated topics.

We kindly ask you to provide your feedback on the current status of eGovernment in your country for each of the blocks mentioned above. With the data collected in this phase, we will compile detailed aggregated reports depicting the overall eGovernment landscape of the EU member states. We encourage you to make use of the comment boxes at the end of every subchapter of the survey in order to indicate legal, technical, or other particularities relevant for understanding the national context.

Please note that the responses obtained through the survey will not be considered as the official positions of the EU Member States, and that data gathered will mainly serve to support qualitative analysis of the EU governance landscape.

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No individual survey will be published in its entirety, and in case an individual response is found useful for publication, it may only be done through a consent by the responder.

Data protection statement

This survey is performed in the frame of the Digital Europe for All Project (DE4A - <https://www.de4a.eu/>), which has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 870635.

Please note that your participation in this survey implies processing of your personal data. Personal data will be processed in compliance with the Regulation (EU) n° 2016/679 on the processing of personal data (the GDPR). The input you provide will only be shared outside of the DE4A consortium in the form of aggregated data. Within the DE4A consortium, we will process your data in order to analyse your answers as foreseen in accordance with the grant agreement, on the basis of our public interest tasks. For further information or to exercise your rights, you may contact our project DPO via privacy@de4a.eu. These rights include requesting copies, correction, or deletion of your personal data, or restricting/objecting to further processing (all within the constraints of the grant agreement). You have the right to lodge a complaint with the competent data protection authority. Do you give consent to processing the information for the purposes of this analysis under the above condition?

Yes

No

Member State Information

Please state the name of the country you are representing: _____

eIDAS: National eID-schemes

This part of the questionnaire takes stock of the implementation of national eID scheme under [eIDAS Regulation \(EU\) No 910/2014](#). To fill it in, you can also consult the available information on your national eID scheme at the [eID User Community](#).

1. Please insert below the required information regarding the status of your national eID scheme(s).

	Pre-notified	Notified	Peer reviewed
Number of eID schemes			

Remarks: _____

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	Level of assurance			
	Low	Moderate	High	Not relevant / Do not know
Number of eID schemes with the shown level of assurance				

Remarks: _____

	Level of implementation			
	Necessary national legislation adopted	Implemented for national use only	Implemented for cross-border use	Not relevant / Do not know
Number of notified eID schemes with the shown level of implementation				

Remarks: _____

	Official issuer			
	Public entity	Private entity	Public-private partnership	Other
Number of eID schemes whose official issuer is:				

Remarks: _____

2. The eID scheme(s) grant(s) access to the following services (please specify the concrete sectorial services):

- National public services
- Public services by regional / local authorities
- Non-governmental services
- Private entities
- Do not know
- Other: _____

3. Please indicate possession rate for all of the **notified eID schemes**. (*Possessions rate is the ratio of total number of eID holders to total number of inhabitants expressed as a percentage (citizens + foreign residents).*)

eID scheme (1) _____

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eID scheme (2) _____
 eID scheme (3) _____
 eID scheme (4) _____
 eID scheme (5) _____
 eID scheme (6) _____

4. Please, if available indicate the activation rate for all of the **notified eID schemes** where applicable. (*Activation rate is the ratio of activated eIDs to the total number of eIDs expressed as a percentage.*)

eID scheme (1) _____
 eID scheme (2) _____
 eID scheme (3) _____
 eID scheme (4) _____
 eID scheme (5) _____
 eID scheme (6) _____

5. Please indicate the use rate for the **notified eID schemes** (for cross-border use and, where available, for domestic use). (*Use rate is the ratio of eIDs which have been used at least once to access a public service to the total number of eIDs expressed as a percentage.*)

eID schemes	Use rate	
	Domestic use	Cross-border use
eID scheme (1)		
eID scheme (2)		
eID scheme (3)		
eID scheme (4)		
eID scheme (5)		
eID scheme (6)		

6. Please provide the following information, if available. If not available, mark N/A:

- Number of citizens issued with notified eID-s: _____
- Number of businesses issued with notified eID-s: _____
- Number of businesses actively using notified eID-s: _____
- Number of national online service providers accepting notified eID-s: _____
- Number of online transactions by notified eID-s (total and cross-border):
 Total: _____ Cross-border: _____

7. If there are any documented good practice experiences related to the implementation of eIDAS in your country, please provide a link/reference to the document(s).

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8. Please provide additional information which, in your opinion, is important for the understanding of your country's context regarding the topics elaborated in this subchapter.

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This part of the questionnaire takes stock of the implementation of national eID scheme under [eIDAS Regulation \(EU\) No 910/2014](#).

eIDAS: eIDAS node and trust services

1. State the version of the eIDAS Node proxy and/or the profile supported:

2. Does your eIDAS-node support using your national eID(s) abroad?

- Do not know
 Yes
 No (if known, please specify expected date of production): _____

If Yes, please respond to the following question:

2*) As a **Sending** Member State, which countries is your eIDAS Node interoperable with to provide cross-border authentication of your national eID(s)?

3. Does your eIDAS-node support the use of foreign eIDs for services in your country?

- Do not know
 Yes
 No (if known, please specify expected date of production): _____

If Yes, please respond to the following questions:

3a) How is the use of foreign eIDs enabled?

- Allowed only for identification and authentication in public services
 Possible for private sector services without restriction
 Possible for private sector services with fee, legal or other restriction
 Other: _____

3b) As a **Receiving** Member State, which countries is your eIDAS Node interoperable with to send authentication requests of foreign eIDs?

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5. Please identify (mark with **X** the appropriate field) the advancement level of the following means/services in your country:

	Do not know	Not implemented	Necessary (national) legislative procedures adopted	Implemented for national use	Implemented for cross-border use
Electronic signature					
Advanced electronic signature					
Qualified electronic signature					
Qualified certificate for electronic signature					
Electronic seal					
Advanced electronic seal					
Qualified electronic seal					
Electronic timestamp					
Qualified electronic timestamp					
Electronic registered delivery services					
Qualified electronic registered delivery services					
Certificate for website authentication					
Qualified certificate for website authentication					
Electronic ledgers					
Qualified electronic ledgers (if available)					

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6. Is there any framework or a mechanism to monitor the implementation of the Regulation in your country?

- Yes
 No
 Do not know

7*) *If Yes, state the purpose of the implementation, i.e. the functionality of the monitoring mechanism at a national level. Check all that applies.*

- To ensure implementation of the necessary changes to the relevant national systems
 To overview the extent to which the necessary changes have been implemented in line with the adopted measures
 To check whether the necessary changes to the compliance obligations by the regulated entities have been adhered to
 Other: _____

7. Indicate the types of barriers that the implementation of the eIDAS elements (nodes, schemes, trust services) has encountered in your country (See the provided examples below):

Legal	<i>Inconsistency with current legislation, hindering regulatory frameworks, inter-dependence with other regulatory acts or codes of conduct</i>
Organizational	<i>Weak or inconsistent management practices, lack of common language among organisational entities</i>
Technical	<i>Underdeveloped systems infrastructures, expert scarcity, hindering innovation</i>
Business	<i>Market disruptions, lack of market opportunities, closed business pathways</i>
Political	<i>Lack of state involvement, political frictions among state players, general political turbulences</i>
Human factor	<i>Lack of user awareness, lack of personnel training, expert reluctance to involvements</i>

- (a) Legal: _____
 (b) Organisational: _____
 (c) Technical: _____
 (d) Business: _____
 (e) Political: _____
 (f) Human factor: _____
 (g) External: _____
 (h) Other: _____

8. In view of the national context, please denote (with **X**) the level of criticality to address each of the barriers enlisted above.

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Type of barrier	Not critical	Irrelevant	Can benefit from some improvements	Necessary improvements should be made	Critical to address immediately
Legal					
Organizational					
Technical					
Business					
Political					
Human factor					
Other					

9. Please provide any further information, which in your opinion is important for our understanding of your country's context about the topics mentioned in this subchapter.

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eIDAS v2: (European) Digital Identity Wallets

Enshrined in the [Revised eIDAS Regulation](#) is a recommendation for Member States to work towards the development of a Toolbox to support the implementation of the European Digital Identity framework. The scope of the toolbox should cover all aspects of the functionality of the European Digital Identity Wallets and of the qualified trust service for attestation of attributes as proposed by the Commission's proposal for a European Digital Identity framework. As the revised eIDAS is still not enacted, the aim of this section is to inspect the current state of the Member States in terms of existing Digital Identity Wallets solutions and readiness to act towards the implementation of the revised eIDAS Regulation.

1. Are there existing Digital Identity Wallets (DIWs) at this moment in your state, when eIDAS v2 has not been adopted yet?

- Yes
 No
 No, but it is envisaged

Other: _____

If Yes, proceed with answering the next questions. Otherwise, move to the next section of the questionnaire.

Please name them and provide a reference accordingly:

	Name	Reference (Link, document, etc.)
DIW (1)		
DIW (2)		
DIW (3)		
DIW (4)		
DIW (5)		

2. Who is issuer of the DIWs in your country?

	Public entity	Private entity	Public-private partnership	Other
DIW (1)				
DIW (2)				
DIW (3)				
DIW (4)				
DIW (5)				

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3. (Mark all that applies) The state provides validation mechanisms for the Digital Identity Wallets:

- To ensure its authenticity and validity can be verified
- To allow relying parties to verify that the attestation of attributes are valid
- To allow relying parties and qualified trust service providers to verify the authenticity and validity of attributed person identification data
- The State does not provide such mechanisms
- Other: _____

4. Are there means to ensure that the DIW is free of charge to natural persons?

- Yes
- No
- Do not know

5. Please provide information on the following, if available:

- Number of citizens issued with DIWs: _____
- Number of businesses issued with DIWs: _____
- Number of citizens actively using DIWs: _____
- Number of businesses actively using DIWs: _____
- Number of issued identity credentials (attestations of attributes): _____
- Number of online service providers accepting DIWs and identity credentials (attestations of attributes): _____
- Number of online transactions by DIWs (total and cross-border):
Total: _____ Cross-border: _____
- Share of online transactions requiring strong customer identification: _____
- % of individuals doing e-commerce (ratio of users of DIW doing e-commerce vs. total number of users of DIW x 100): _____
- % of individuals accessing online public services, if available (ratio of users accessing online public services vs. total number of users of DIW x 100): _____

6. Are there accredited bodies that certify the conformance of the DIWs with the requirements laid down in the relevant paragraphs of article 6a) from the eIDAS v2?

- Yes
- No
- Do not know

If **Yes**, please state how many of them are private, and how many are public:

Private: _____

Public: _____

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7. Indicate the types of drivers that you see important for the implementation of the DIWs in your country:

- (a) Legal: _____
- (b) Organisational: _____
- (c) Technical: _____
- (d) Business: _____
- (e) Political: _____
- (f) Human factor: _____
- (g) External: _____
- (h) Other: _____

8. In view of the national context, please denote (with *X*) the level of importance for each of the drivers listed above.

Type of driver	FOR NATIONAL PURPOSES			FOR CROSS-BORDER PURPOSES		
	<i>Desirable to exploit</i>	<i>Important to exploit</i>	<i>Critical to exploit</i>	<i>Desirable to exploit</i>	<i>Important to exploit</i>	<i>Critical to exploit</i>
Legal						
Organizational						
Technical						
Business						
Political						
Human factor						
Other						

9. Please provide any further information, which in your opinion is important for our understanding of your country's context about the topics mentioned in this subchapter.

_____.

1. Single Digital Gateway: Life Events

The [Single Digital Gateway Regulation](#) specifies a list of 21 procedures, covering the major life events of the EU citizens: Birth, Residence, Studying, Working, Moving, Retiring, Running a business. Please provide the current status of the digital presence and mobile availability of the 21 procedures in your country.

1. Please insert the required information on the mentioned procedures:

	Online authentication	Implementation of the OOP (data reuse)	Digitalised	Depends on procedure(s) ³ :
1.Requesting proof of registration of birth	Choose an item.	Choose an item.	Choose an item.	
2.Requesting proof of residence	Choose an item.	Choose an item.	Choose an item.	
3.Applying for a tertiary education study financing	Choose an item.	Choose an item.	Choose an item.	
4.Submitting an initial application for admission to public tertiary education institution	Choose an item.	Choose an item.	Choose an item.	
5.Requesting academic recognition of diplomas, certificates or other proof of studies or courses	Choose an item.	Choose an item.	Choose an item.	
6.Request for determination of applicable legislation in accordance with Title II of	Choose an item.	Choose an item.	Choose an item.	

³ Denote by entering the number of the relevant procedures.

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Regulation (EC) No 883/2004 (1)				
7. Notifying changes in the personal or professional circumstances of the person receiving social security benefits	Choose an item.	Choose an item.	Choose an item.	
8. Application for a European Health Insurance Card (EHIC)	Choose an item.	Choose an item.	Choose an item.	
9. Submitting an income tax declaration	Choose an item.	Choose an item.	Choose an item.	
10. Registering a change of address	Choose an item.	Choose an item.	Choose an item.	
11. Registering a motor vehicle originating from or already registered in a Member State	Choose an item.	Choose an item.	Choose an item.	
12. Obtaining stickers for the use of the national road infrastructure	Choose an item.	Choose an item.	Choose an item.	
13. Obtaining emission stickers issued by a public body or institution	Choose an item.	Choose an item.	Choose an item.	
14. Claiming pension and pre-retirement benefits from compulsory schemes	Choose an item.	Choose an item.	Choose an item.	
15. Requesting information on	Choose an item.	Choose an item.	Choose an item.	

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the data related to pension from compulsory schemes				
16. Business activity: Notification, permission for exercising, changes and termination	Choose an item.	Choose an item.	Choose an item.	
17. Registration of an employer with compulsory pension and insurance schemes	Choose an item.	Choose an item.	Choose an item.	
18. Registration of employees with compulsory pension and insurance schemes	Choose an item.	Choose an item.	Choose an item.	
19. Submitting a corporate tax declaration	Choose an item.	Choose an item.	Choose an item.	
20. Notification to the social security schemes of the end of contract with an employee	Choose an item.	Choose an item.	Choose an item.	
21. Payment of social contributions for employees	Choose an item.	Choose an item.	Choose an item.	

2. Please insert the required information on the mentioned procedures:

	Mobile accessibility	Online availability for cross border use
Requesting proof of registration of birth	Choose an item.	Choose an item.

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Requesting proof of residence	Choose an item.	Choose an item.
Applying for a tertiary education study financing	Choose an item.	Choose an item.
Submitting an initial application for admission to public tertiary education institution	Choose an item.	Choose an item.
Requesting academic recognition of diplomas, certificates or other proof of studies or courses	Choose an item.	Choose an item.
Request for determination of applicable legislation in accordance with Title II of Regulation (EC) No 883/2004 (1)	Choose an item.	Choose an item.
Notifying changes in the personal or professional circumstances of the person receiving social security benefits	Choose an item.	Choose an item.
Application for a European Health Insurance Card	Choose an item.	Choose an item.
Submitting an income tax declaration	Choose an item.	Choose an item.
Registering a change of address	Choose an item.	Choose an item.
Registering a motor vehicle originating from or already	Choose an item.	Choose an item.

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registered in a Member State		
Obtaining stickers for the use of the national road infrastructure	Choose an item.	Choose an item.
Obtaining emission stickers issued by a public body or institution	Choose an item.	Choose an item.
Claiming pension and pre-retirement benefits from compulsory schemes	Choose an item.	Choose an item.
Requesting information on the data related to pension from compulsory schemes	Choose an item.	Choose an item.
Business activity: Notification, permission for exercising, changes and termination	Choose an item.	Choose an item.
Registration of an employer with compulsory pension and insurance schemes	Choose an item.	Choose an item.
Registration of employees with compulsory pension and insurance schemes	Choose an item.	Choose an item.
Submitting a corporate tax declaration	Choose an item.	Choose an item.
Notification to the social security schemes of the end of	Choose an item.	Choose an item.

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contract with an employee		
Payment of social contributions for employees	Choose an item.	Choose an item.

3. What is the approximate percentage of procedures available digitally as compared to overall number of public, administrative services? (State N/A if not available)

at national level _____

at regional/local level _____

at cross-border level: _____

4. What is the approximate percentage of digital-only services (*services available exclusively online*)? (State N/A if not available)

at national level _____

at regional/local level _____

at cross-border level _____

5. Are there digital means of redress or appeal available in the event of disputes with competent authorities (as per Article 10(e) of Regulation (EU) 2018/1724)?

Yes

Yes, both at national and cross-border level

No

Do not know

If **Yes**, add a link or a reference to the service, if known: _____

6. What is the type and format of evidence to be submitted?

	Type	Language	Format of the evidence	Origin of the evidence
Requesting proof of registration of birth			Choose an item.	Choose an item.
Requesting proof of residence			Choose an item.	Choose an item.
Applying for a tertiary education study financing			Choose an item.	Choose an item.

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Submitting an initial application for admission to public tertiary education institution			Choose an item.	Choose an item.
Requesting academic recognition of diplomas, certificates or other proof of studies or courses			Choose an item.	Choose an item.
Request for determination of applicable legislation in accordance with Title II of Regulation (EC) No 883/2004 (1)			Choose an item.	Choose an item.
Notifying changes in the personal or professional circumstances of the person receiving social security benefits			Choose an item.	Choose an item.
Application for a European Health Insurance Card			Choose an item.	Choose an item.
Submitting an income tax declaration			Choose an item.	Choose an item.
Registering a change of address			Choose an item.	Choose an item.
Registering a motor vehicle originating from or			Choose an item.	Choose an item.

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already registered in a Member State				
Obtaining stickers for the use of the national road infrastructure			Choose an item.	Choose an item.
Obtaining emission stickers issued by a public body or institution			Choose an item.	Choose an item.
Claiming pension and pre-retirement benefits from compulsory schemes			Choose an item.	Choose an item.
Requesting information on the data related to pension from compulsory schemes			Choose an item.	Choose an item.
Business activity: Notification, permission for exercising, changes and termination			Choose an item.	Choose an item.
Registration of an employer with compulsory pension and insurance schemes			Choose an item.	Choose an item.
Registration of employees with compulsory pension and insurance schemes			Choose an item.	Choose an item.

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Submitting a corporate tax declaration			Choose an item.	Choose an item.
Notification to the social security schemes of the end of contract with an employee			Choose an item.	Choose an item.
Payment of social contributions for employees			Choose an item.	Choose an item.

7. Can the procedures be carried out in other (than the MS national) language(s)?

- Yes
 No
 Do not know

If Yes, please state in which language(s):

8. Are there applicable fees for carrying out any of the 21 procedures?

- Yes (provide info): _____
 No
 Do not know

9. What online methods for national use can be employed to pay the applicable fee?

- National banking solution
 Paypal
 Credit/debit card
 Do not know
 Other: _____

9. What online methods for cross-border use can be employed to pay the applicable fee?

- National banking solution
 Paypal

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- Credit/debit card
- Do not know
- Other: _____

10. Does your MS make use of the Internal Market Information System (IMI), established by Regulation (EU) No 1024/2012? [for the purposes of notification and explanation of why physical presence might be required for the “fully-online” procedural steps (Article 6(4)) and for the **Verification of evidence between Member States** (Article 15)].

- Yes, only for the purposes of notification and explanation of why physical presence might be required for the “fully-online” procedural steps
- Yes, only for the Verification of evidence between Member States
- Yes, for all relevant purposes
- No
- Do not know

Describe any specificities if IMI is being used: _____

11. Indicate the types of barriers that the implementation of the SDG procedures has encountered so far in your country and explain its implications:

- (a) Legal: _____
- (b) Organisational: _____
- (c) Technical: _____
- (d) Business: _____
- (e) Political: _____
- (f) Human factor: _____
- (g) External: _____
- (h) Other: _____

12. In view of the national context, please denote (with X) the level of criticality to address each of the barriers enlisted above.

Type of barrier	Not critical	Irrelevant	Can benefit from some improvements	Necessary improvements should be made	Critical to address immediately
Legal					
Organizational					
Technical					
Business					
Political					

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Human factor					
Other					

13. Please provide any further information, which in your opinion is important for our understanding of your country's context concerning the topics mentioned in this subchapter.

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Digital Service Infrastructures

The aim of this subchapter is to identify the advancement of Digital Service Infrastructures (DSIs). The DE4A project will be implemented in compliance with the existing DSIs, with the goal of delivering a network of public services available for citizens, businesses and public administrations.

1. Do you already have an eDelivery infrastructure set up in your MS?

- Yes
 No
 Do not know

Other: _____

3. How many eDelivery Gateways do you foresee to use for the SDG and Once-Only Technical System?

- One
 More
 Do not know

Other: _____

4. Which type of gateway will you use for the SDG?

- Domibus
 Holodeck
 Do not know
 Not decided yet

Other: _____

5. Does your country participate in some of the European Blockchain Services Infrastructure (EBSI), H2020, CEF Digital or Recovery and Resilience Fund projects' use cases?

- Yes
 No
 Do not know

Other: _____

If **Yes**, please indicate the name, status (planned, implemented, in production) and operational context (e.g. public procurement, internal financial audit etc.) of each of the use cases:

Name of use case	Status	Operational context
------------------	--------	---------------------

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Other remarks: _____

6. Briefly explain the types of barriers that the implementation of the DSIs and the subservices have encountered in your country:

- (a) Legal: _____
- (b) Organisational: _____
- (c) Technical: _____
- (d) Business: _____
- (e) Political: _____
- (f) Human factor: _____
- (g) External: _____
- (h) Other: _____

7. In view of the national context, please denote (with **X**) the level of criticality to address each of the barriers enlisted above.

Type of barrier	Not critical	Irrelevant	Can benefit from some improvements	Necessary improvements should be made	Critical to address immediately
Legal					
Organizational					
Technical					
Business					
Political					
Human factor					
Other					

5. Please provide any further information, which in your opinion is important for our understanding of your country's context with regards to the topics mentioned in this subchapter.

Once-Only Principle and Data strategy

This part of the questionnaire inquires about the member states' implementation of the Once-Only Principle (OOP) and reuse of data principle. The OOP envisages reduction of administrative burdens for the EU citizens, businesses, institutions and public administrations by allowing them to provide a certain type of information once and implying the reuse of the collected data upon the consent of all parties.

1. Is there any national digital transformation strategy to push forth a set of strategic and tactical measures to support eGovernment development?

- No
 Do not know
 Yes (please provide a link/reference to any relevant documentation):
-

2. To what extent has your country adopted a national data strategy? Check all that apply.

- A strategy of reusing public sector data in the public sector
 A strategy for harmonization of data across selected registries
 A strategy for Open Data
 Implementation of Open Data by default
 One or more national catalogues of datasets to make data findable
 A national governance implementation supporting data access
 Other (please specify): _____

3. Which base registries implemented for national use can be accessed by private legal entities?

- Persons/citizens
 Vehicle
 Tax
 Businesses
 Addresses
 Building and housing
 Cadasters
 Geographical data
 Higher Education
 None
 Other (please specify) _____

4. What types of private companies can access base registries?

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For personal data: _____

For non-personal data: _____

5. What are the access conditions?

6. Please, indicate how the access to base registries is implemented. Check all that applies.

- Replication of registries to authorities that need access
- Data lookup supported by APIs
- Subscription of data for public services
- Access to base registries is subject to transactional fees
- Access to data services under authorization processes
- Other (please specify) _____

7. From the drop-down menu below, denote if there are any fees introduced for access to cross-border registries.

	Public organizations	Private organizations	Citizens
Fees for national transactions	Choose an item.	Choose an item.	Choose an item.
Fees for cross-border transactions	Choose an item.	Choose an item.	Choose an item.

Other (please specify) _____

8. What communication patterns are supported in the offering of public services in your country?

- Synchronous (direct response to a request, typically within seconds)
- Asynchronous (delayed response, hours or even days)
- A mix of both
- Do not know

Other: _____

9. Please check (with **X**) the types of personal information citizens can examine and verify the access to by public officials:

	Not implemented	Citizens can access their own data	Citizens can change (request a	Citizens can verify access to	Not applicable in my country	Do not know

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			change of) their data	their data by others		
Personal file						
Tax declarations						
Medical file						
Cadasters (private property)						
Personal mandates						
None						

Other (please specify) _____

10. Mark (with X) the base registries for the relevant procedural requirements or preconditions for an exchange under the respective legislation:

	Person s/ Citizens	Vehic le	Ta x	Busines ses	Address es	Buildi ng and housi ng	Cadasters	Geographi cal data	Higher Educati on	Oth er
No conditions ⁴										
Prior request from the user										
Authorizati on must be written into the law										
Authorizati on must be obtained from an authority designated in the law										
Agreement between the sending and the receiving										

⁴ Any party may receive and use our data as-is without restrictions or prior authentication (data is shared as open data)

administrations										
Obligation to use certain data formats										
Obligation for certain intermediary authorities to organise the exchanges										
Obligation to use certain security measures in relation to the data										
Limitations on the permitted use of the data										
Identity matching										
Record matching										

Other (please specify) _____

11. To what extent is OOP implemented in your country? Check all that applies.

- Broadly at national level
- In certain areas or organisations at national level
- Broadly at regional level
- In certain areas or organisations at regional level
- At all levels of power
- Not implemented at all
- Do not know

Other (please specify): _____

12. In what cross-border OOP initiatives is/has your country been involved? (E.g. TOOP, BRIS, SCOOP4C, ECRIS, CEF, SPOCS, ISA2, DE4A, etc.)

13. Do current national laws allow direct data exchange with a public administration from another Member State?

- Yes
- No
- Do not know

If **Yes**, please provide answers to the following:

13a) Can this exchange happen directly based on the request from the foreign public administration without additional interaction with the user from the authority providing the evidence?

- Yes
- No
- Do not know

13b) Is there a legal distinction between requests coming from public administrations in your own country as opposed to such from other countries?

- Yes
- No
- Do not know

14. What other sources of OOP regulation exist in your country? Check all that apply.

- None
- Non-legislative measures (strategies, green / white papers, etc.)
- Written guidelines or recommendations
- OOP is an unwritten rule / practice
- Other (please specify): _____

15. How would you evaluate the general attitude and willingness in your country towards the following aspects of OOP?

	Public organizations	Private organizations	Citizens
Sharing data with public	Choose an item.	Choose an item.	Choose an item.

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organizations within the country			
Sharing data with private organizations within the country	Choose an item.	Choose an item.	Choose an item.
Sharing data with other countries	Choose an item.	Choose an item.	Choose an item.
Sharing personal data with public organizations in the country	Choose an item.	Choose an item.	Choose an item.
Sharing personal data with private organizations in the country	Choose an item.	Choose an item.	Choose an item.
Sharing personal data with other countries	Choose an item.	Choose an item.	Choose an item.
Changing existing organizational processes, procedures and structures to enable OOP nationally	Choose an item.	Choose an item.	Choose an item.
Changing existing organizational processes, procedures and structures to enable cross-border OOP	Choose an item.	Choose an item.	Choose an item.
Changing existing technological solutions (information systems, architectures), etc. to enable	Choose an item.	Choose an item.	Choose an item.

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OOP nationally			
Changing existing technological solutions (information systems, architectures), etc. to enable cross-border OOP	Choose an item.	Choose an item.	Choose an item.

16. How concerned are you with the effort and financial costs of adapting or implementing the following national parts of the OOP Technical System (mark the relevant choice with **X**):

	Not relevant	Very concerned	Somewhat concerned	Not concerned
eDelivery infrastructure				
Adaptation of procedures				
Adaptation of data sources				
Data service directory				
Semantic repository				
Evidence broker				
Auditing components				
Preview components				
Other:				

17. Please specify and assess the beneficial outcomes that have been observed so far for the national and the cross-border implementation of OOP.

	National implementation	Cross-border implementation
Increased efficiency	Choose an item.	Choose an item.
Administrative simplification	Choose an item.	Choose an item.
Automation of practices and processes	Choose an item.	Choose an item.
Time savings	Choose an item.	Choose an item.

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Cost savings	Choose an item.	Choose an item.
Increased collaboration between agencies	Choose an item.	Choose an item.
Better governance	Choose an item.	Choose an item.
Avoidance of task duplication	Choose an item.	Choose an item.
Better data quality and reliability	Choose an item.	Choose an item.
Improved interoperability	Choose an item.	Choose an item.
Increased transparency and accountability	Choose an item.	Choose an item.
Fraud reduction	Choose an item.	Choose an item.
Increased digitalization and digitization	Choose an item.	Choose an item.

Other (please specify) _____

18. Indicate the types of barriers that the implementation of the OOP system and the data strategy have encountered in your country:

- (a) Legal: _____
- (b) Organisational: _____
- (c) Technical: _____
- (d) Business: _____
- (e) Political: _____
- (f) Human factor: _____
- (g) External: _____
- (h) Other: _____

19. In view of the national context, please denote (with **X**) the level of criticality to address each of the barriers enlisted above.

Type of barrier	Not critical	Irrelevant	Can benefit from some improvements	Necessary improvements should be made	Critical to address immediately
Legal					

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Organizational					
Technical					
Business					
Political					
Human factor					
Other					

20. Please provide any further information which, in your opinion, is important for our understanding of your country's context with regards to the topics mentioned in this subchapter.

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Contact information

Please provide contact details of people (name, email and/or phone number) who we could contact in case we would need some additional clarification or for the purpose of a personal interview:

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