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Once only principle: Benefits, barriers & next steps

Maria Wimmer
University of Koblenz-Landau

Efthimios Tambouris
University of Macedonia

Robert Krimmer
Tallinn University of Technology

J Gil-Garcia
University at Albany, State University of New York

Akemi T. Chatfield
University of Wollongong, akemi@uow.edu.au

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Abstract

The Once-Once Principle (OOP) suggests that citizens and businesses should have the right to supply information only once to a public administration. It would then be the responsibility of public administration offices to take all necessary actions in order to internally share this data by respecting the relevant data protection rules. The overall aim is to reduce administrative burden. The implementation of the OOP is high on the political agenda of many countries including the Member States of the European Union. The aim of this panel is to enable an open discussion between the panelists and the audience in order to exchange good practices and also identify and prioritize benefits and barriers as well as possible next steps towards widely implementing the once only principle in public service provisioning.

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Once Only Principle: Benefits, Barriers and Next Steps

Maria A. Wimmer
University of Koblenz-Landau
Universitaetsstr. 1, 56070
Koblenz, Germany
wimmer@uni-koblenz.de

Efthimios Tambouris
University of Macedonia and
ITI-CERTH
156 Egnatia str., 54600
Thessaloniki, Greece
tambouris@uom.gr

Robert Krimmer
Tallinn University of Technology
Akadeemia tee 3, 12618
Tallinn, Estonia
Robert.krimmer@ttu.ee

J. Ramon Gil-Garcia
Center for Technology in
Government, University at Albany
SUNY, 187 Wolf Road, Suite 301
Albany, NY 12205, USA
jgil-garcia@ctg.albany.edu

Akemi Takeoka Chatfield
University of Wollongong
Wollongong, NSW 2522
Australia
akemi@uow.edu.au

ABSTRACT

The Once-Once Principle (OOP) suggests that citizens and businesses should have the right to supply information only once to a public administration. It would then be the responsibility of public administration offices to take all necessary actions in order to internally share this data by respecting the relevant data protection rules. The overall aim is to reduce administrative burden. The implementation of the OOP is high on the political agenda of many countries including the Member States of the European Union. The aim of this panel is to enable an open discussion between the panelists and the audience in order to exchange good practices and also identify and prioritize benefits and barriers as well as possible next steps towards widely imple-menting the once only principle in public service provisioning.

CCS CONCEPTS

•Information systems → Information systems applications;

KEYWORDS

Once-only principle, OOP, interoperability

1 INTRODUCTION

The Once-Once Principle (OOP) suggests that citizens and businesses supply information only once to one public administration and this information is thereafter shared between public administrations as needed [1]. OOP is closely related to interoperability, enterprise architectures, organizational reform and privacy and data protection amongst many more.

OOP is high on the political agenda of the European Union Member States and other countries. In 2016, the European Commission (EC) launched a call for proposals to address OOP challenges in cross-border settings. Two projects were selected for funding, namely TOOP and SCOOP4C. These projects are jointly organizing this panel on OOP. The aim of the panel is to openly discuss the OOP around the following axes: projects/initiatives, benefits, barriers, technical architecture and other enablers, and next steps.

2 SCOPE OF THE PANEL

The panel is organized in the scope of two major EC projects on OOP. A brief outline of the projects is provided below:

TOOP Project. The Once-Only Principle (TOOP) project explores and demonstrates the once-only principle through multiple sustainable pilots. It develops a federated architecture on a cross-border collaborative pan-European scale in order to identify drivers and barriers and to provide a basis for future implementations and wider use of the OOP in public service provisioning for businesses. TOOP will be implemented by a consortium of 51 organizations that include public administrations from 19 different EU Member States and two Associated Countries (www.toop.eu).

SCOOP4C Project. The SCOOP4C (Stakeholder Community on the Once-Only Principle For Citizens) project will investigate, discuss and disseminate how the OOP can be implemented in public service provisioning in order to significantly reduce administrative burden and simplify administrative procedures for citizens while reusing data among public administration with the control and consent of citizens. It builds up a stakeholder community of actors that have implemented or will implement OOP solutions (www.scoop4c.eu).

3   PANEL STRUCTURE AND QUESTIONS

The main objective of this panel is to provide a forum for academics and practitioners to present their research and experiences on the potential, barriers and roadmaps of the Once Only Principle in Europe, the USA, Australia, and throughout the world. An indicative set of questions that will be discussed during this panel follows.

- Have you participated in any project that addressed OOP?
- Are you aware of any OOP-related project or initiative?
- What are the potential benefits of applying the OOP?
- What are the drivers and the critical success factors?
- What are the main obstacles of applying OOP?
- What are the main building blocks for implementing an OOP architecture?
- What are the steps to be followed for successful OOP implementations?

4   PANEL FORMAT AND PARTICIPANTS

The panel will have a moderator and four panel members. The panel with start with a short presentation of SCOOP4C and TOOP projects by the two project coordinators. After that, a discussion will be conducted between the panelists. However, the floor will be also given to the audience in order to share experiences and opinions. Some engagement exercises might be conducted online based on the size of the audience so participants are welcomed to have a device with internet access (such as a smartphone or laptop).

4.1   Moderator

Ass. Prof. Efthimios Tambouris is Associate Professor of Information Systems and eGovernment at the Applied Informatics Department of the University of Macedonia, Greece. Before that, he served at research centers CERTH/ITI and NCSR Demokritos as well as the IT industry. He holds a Diploma in Electrical Engineering from NTUA, Greece, and an MSc and PhD from Brunel University, UK. During the last twenty years, he has initiated, coordinated and participated in several international research projects and service contracts. He has served as an expert in standardisation activities at CEN and is a reviewer for the European Commission. He has more than 150 research publications.

4.2   Panel Members

Prof. Maria A. Wimmer (SCOOP project coordinator) is Full Professor for E-Government and Dean at the University of Koblenz-Landau, Faculty of Computer Science, Germany. Her research covers e-government and e-participation policies and strategies, data and process analysis and simulation process, ontology developments, content structuring and knowledge portals, stakeholder engagement, standardization

and interoperability, and evaluation of ICT solutions for the public sector. She is extensively working interdisciplinary, i.e. collaborating with social sciences and humanities in exploring innovative ICT to enable social innovation and new governance models of state supported with digital tools.

Prof. Dr. Robert Krimmer (TOOP project coordinator) is Full Professor of e-Governance within Ragnar Nurkse Department of Innovation and Governance at the Faculty of Economics and Governance Science, Tallinn University of Technology, Estonia. His research is focused on the transformation of the public sector, electronic participation and democracy, as well as e-voting. He is Associate Editor of the international scientific journal Government Information Quarterly (GIQ). Next to coordinating The Once-Only Principle Project (TOOP), he is engaged in the Erasmus Mundus Joint Master degree on public sector innovation and e-governance.

Ass. Prof. J. Ramon Gil-Garcia is an Associate Professor of Public Administration and Policy and the Research Director of the Center for Technology in Government, University at Albany, State University of New York (SUNY). In 2009, Dr. Gil-Garcia was considered the most prolific author in the field of digital government research worldwide and in 2013 he was selected for the Research Award, which is "the highest distinction given annually by the Mexican Academy of Sciences to outstanding young researchers". Dr. Gil-Garcia is the author or co-author of articles in prestigious international journals and some of his publications are among the most cited in the field of digital government research worldwide.

Dr. Akemi Takeoka Chatfield M.B.A. and Ph.D. in Business Administration (MIS & Management Sciences summa cum laude) from Texas Tech University in the U.S. Dr. Chatfield is director of the E-Government & E-Governance Research Group and senior lecturer in Information Technology with the School of Computing and Information Technology within the Faculty of Engineering and Information Sciences at University of Wollongong in Australia. Her research interests include networked organizations, network technology benefits realization, social media and government, social network analysis, big data analytics, text analytics, cybersecurity in government, and open data & open data policy. She published in many relevant journals.

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[1] *EU eGovernment Action Plan 2016-2020*. Available at: https://ec.europa.eu/digital-single-market/en/news/communication-eu-egovernment-action-plan-2016-2020-accelerating-digital-transformation.