

EU Services Directive and the Need for automated Support Processes

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Agenda



- The EU Services Directive
- White Spots on the Map
- The Riser Online Solution

EU Services Directive (Directive 2006/123/EG)



- Simplification of the access to the services market in all member states of the European Union
- Elimination of existing bureaucratic barriers for service providers
- Promoting cross-border services in Europe

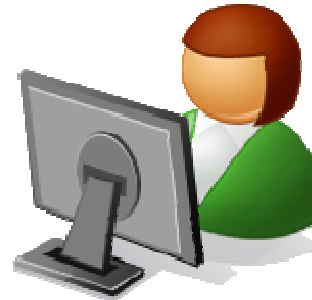
Modernization of the Public Sector



- Simplification of procedures (Article 5)
- Points of Single Contact (Article 6)
- Right to Information (Article 7)
- Procedures by electronic means (Article 8)
- Fiction of processed application (Article 13)
- Cooperation between Administrations (Article 28 ff.)

- Revision of business and administrative law
- Enforcement to electronic processing
- Nationwide one-stop government

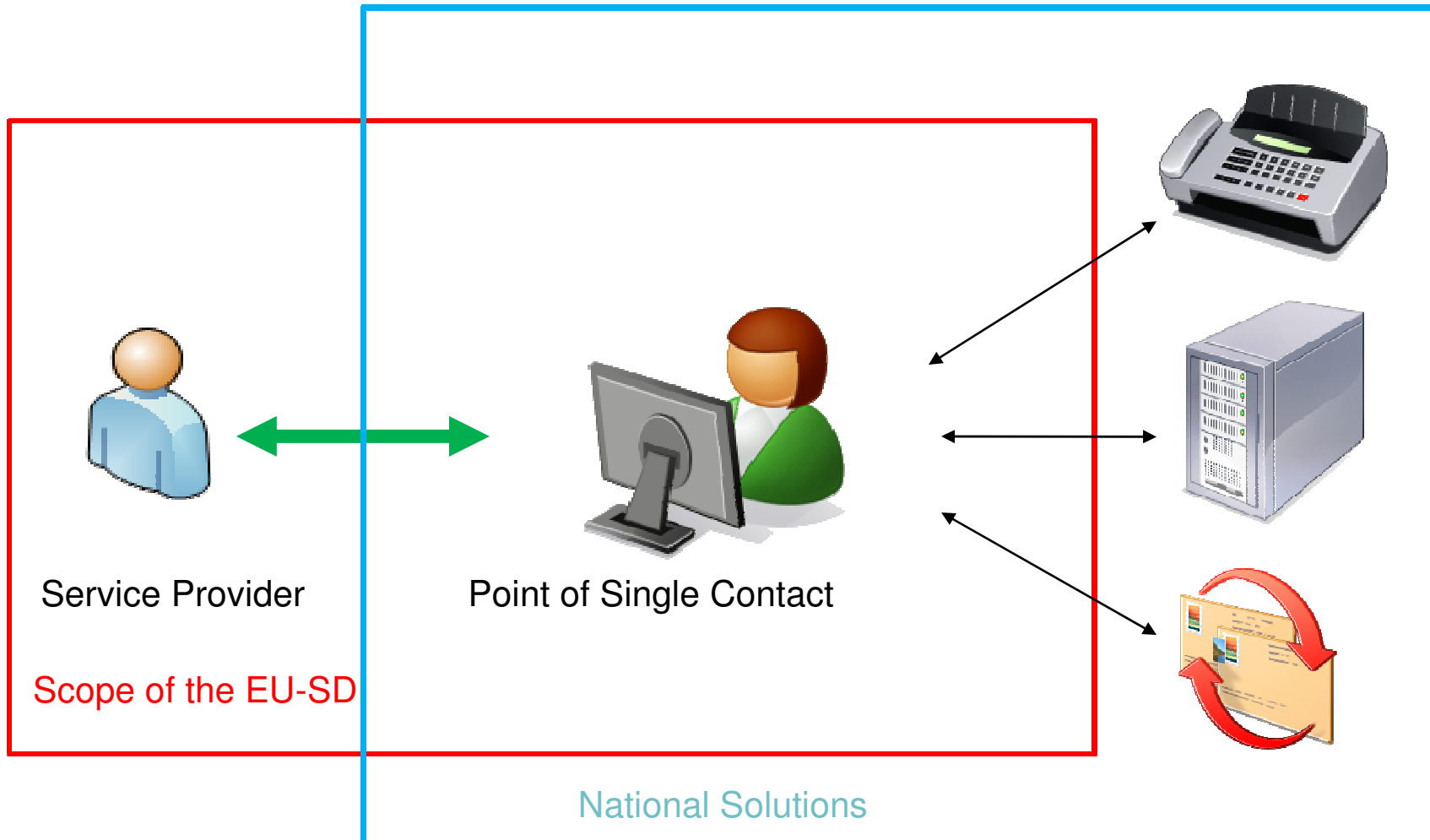
Tasks of a PSC



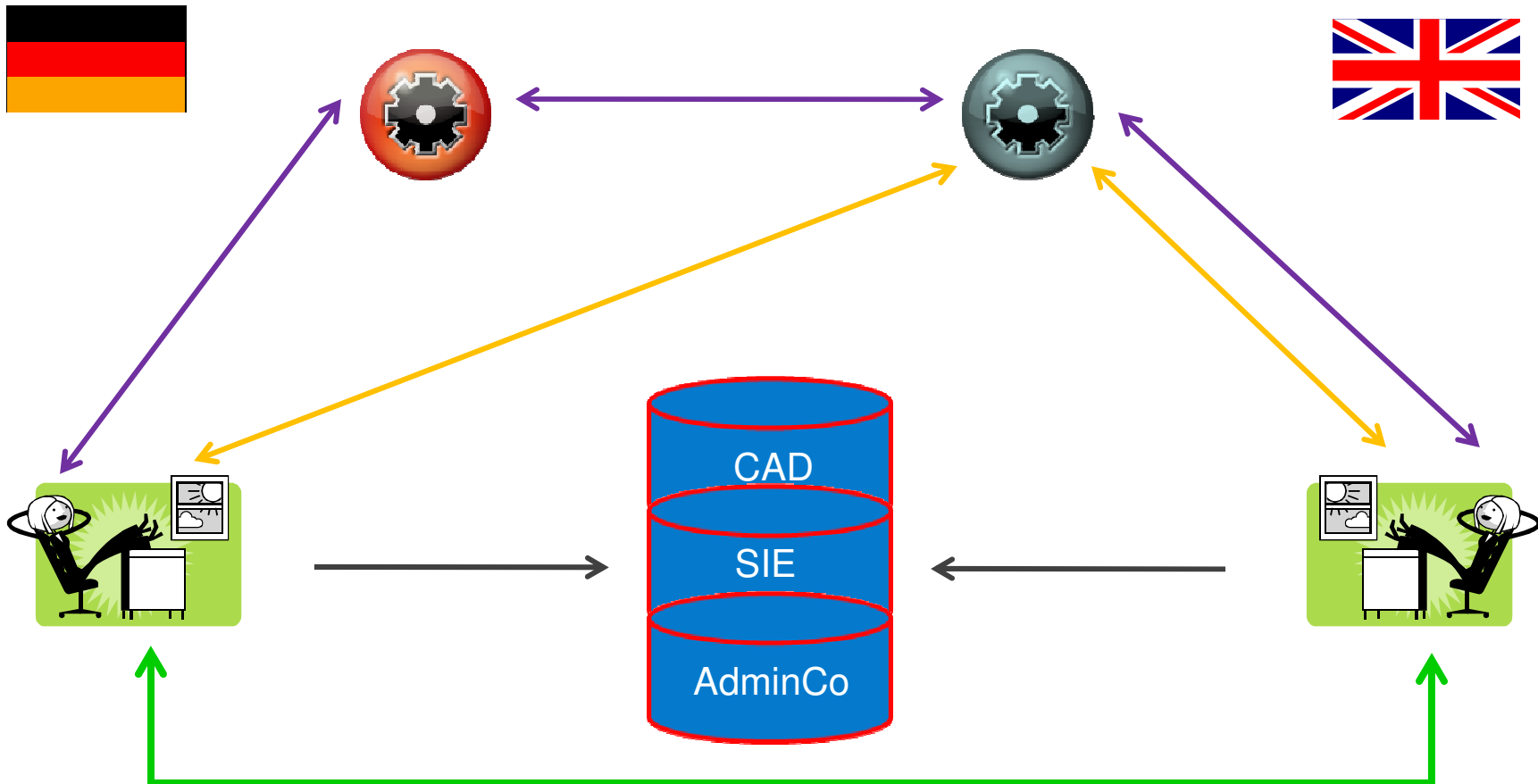
Point of Single Contact

- **To inform:**
 - about PSCs
 - national Requirements
 - legal means
 - access to registries and databases
 - about chambers and organizations
- **To consult:**
 - about workflows of PSCs, authorities and back office processes
 - but no legal advice in case of problems
- **To coordinate:**
 - acceptance of documents, requests, etc.
 - transfer to competent authorities
 - surveillance of respites
 - intervention in case of problems and expiration of respites
 - delivery of results and documents

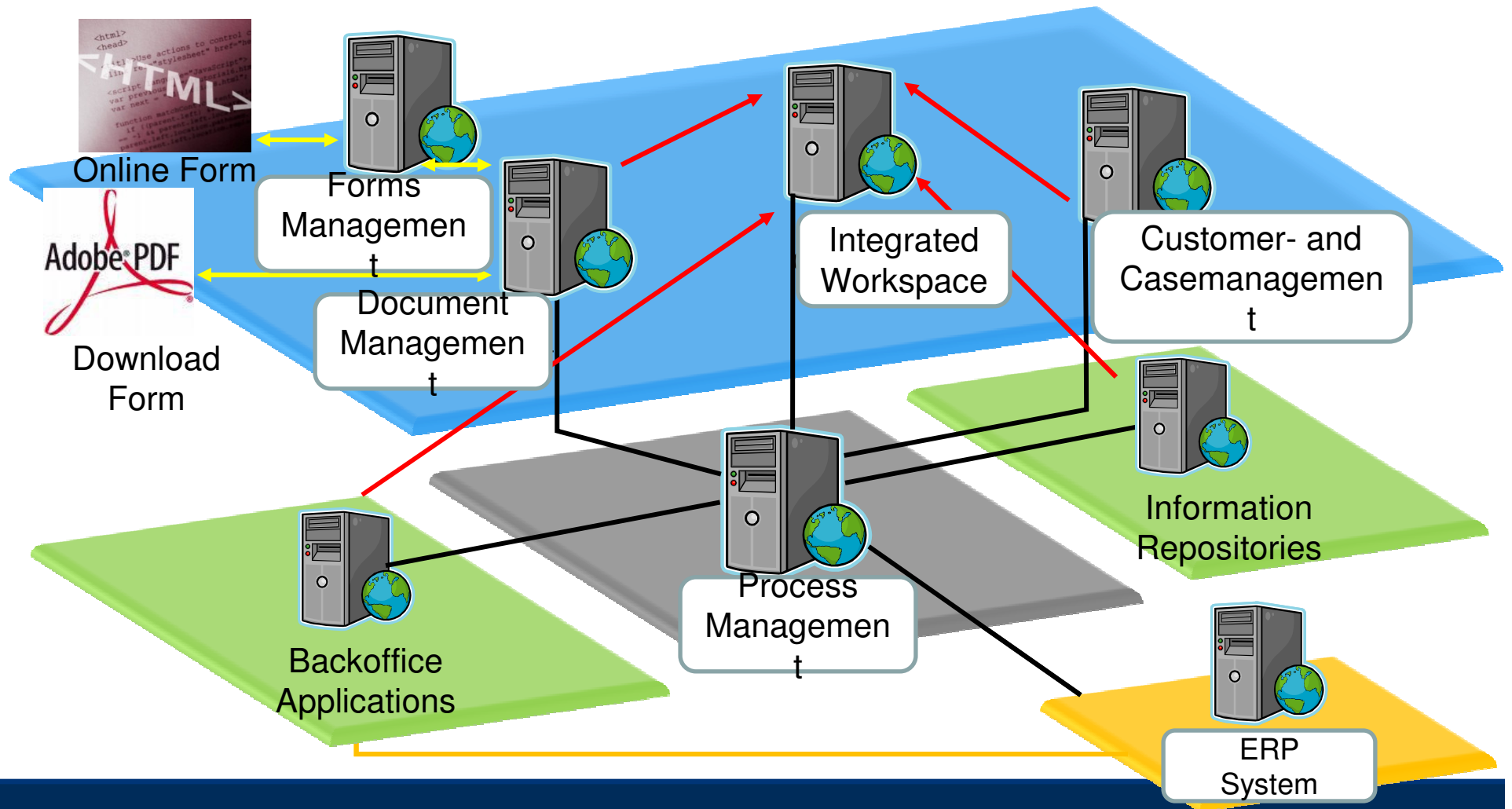
Coverage of the EU-SD



Internal Market Information System (IMI)



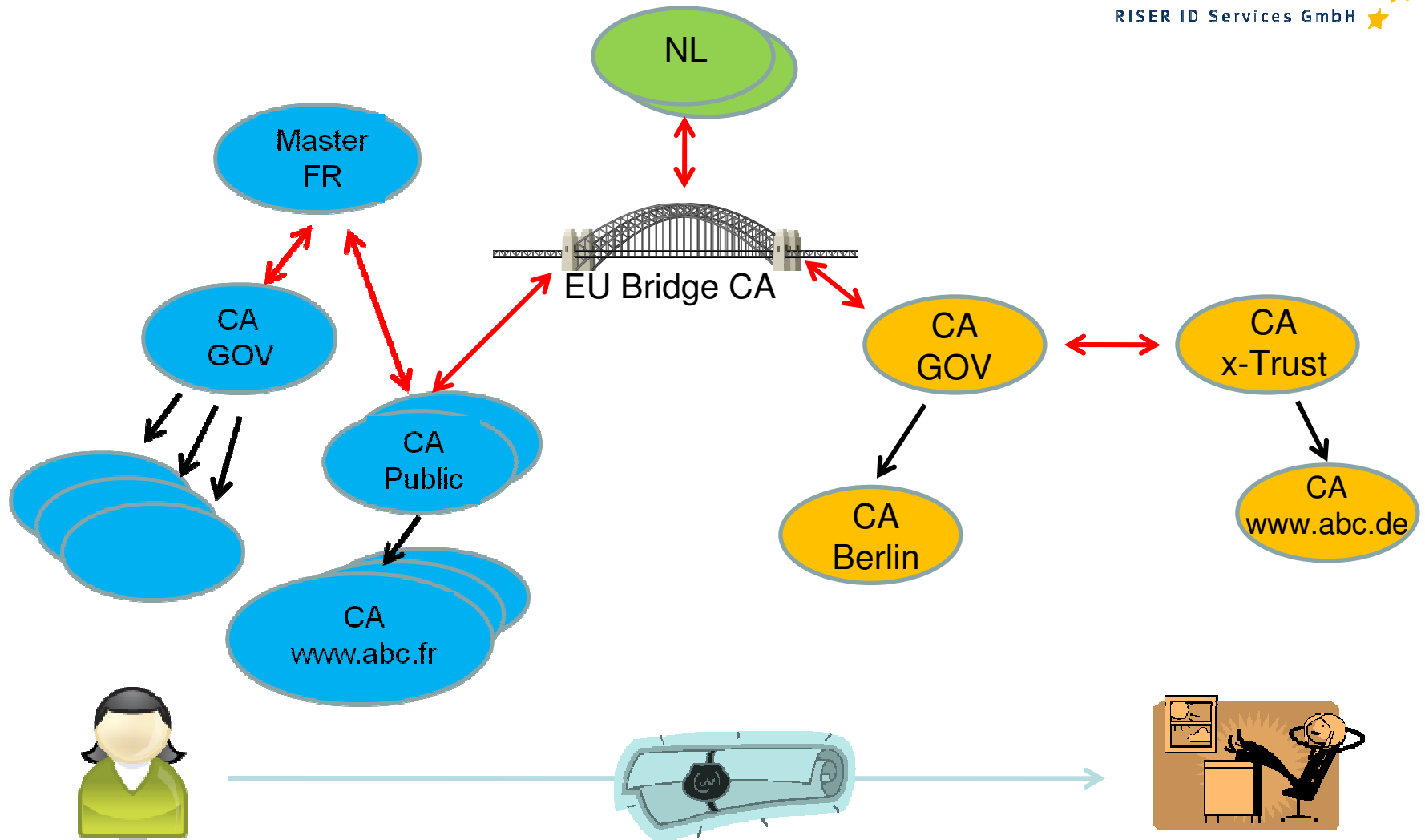
A Demonstrator



White Spots

- Trust
- Coupling of Security Infrastructures (CAs)

EURO-CA-Bridge



White Spots

- Trust
 - Coupling of Security Infrastructures (CAs)
 - Identity / Access Management
 - Online Access to Administrative Data and Services
 - Service Directories
 - Standardized Processes
 - Standardized Information Structures
- ➡ Next: An example how RISER can be used as an online service within the EU-SD.

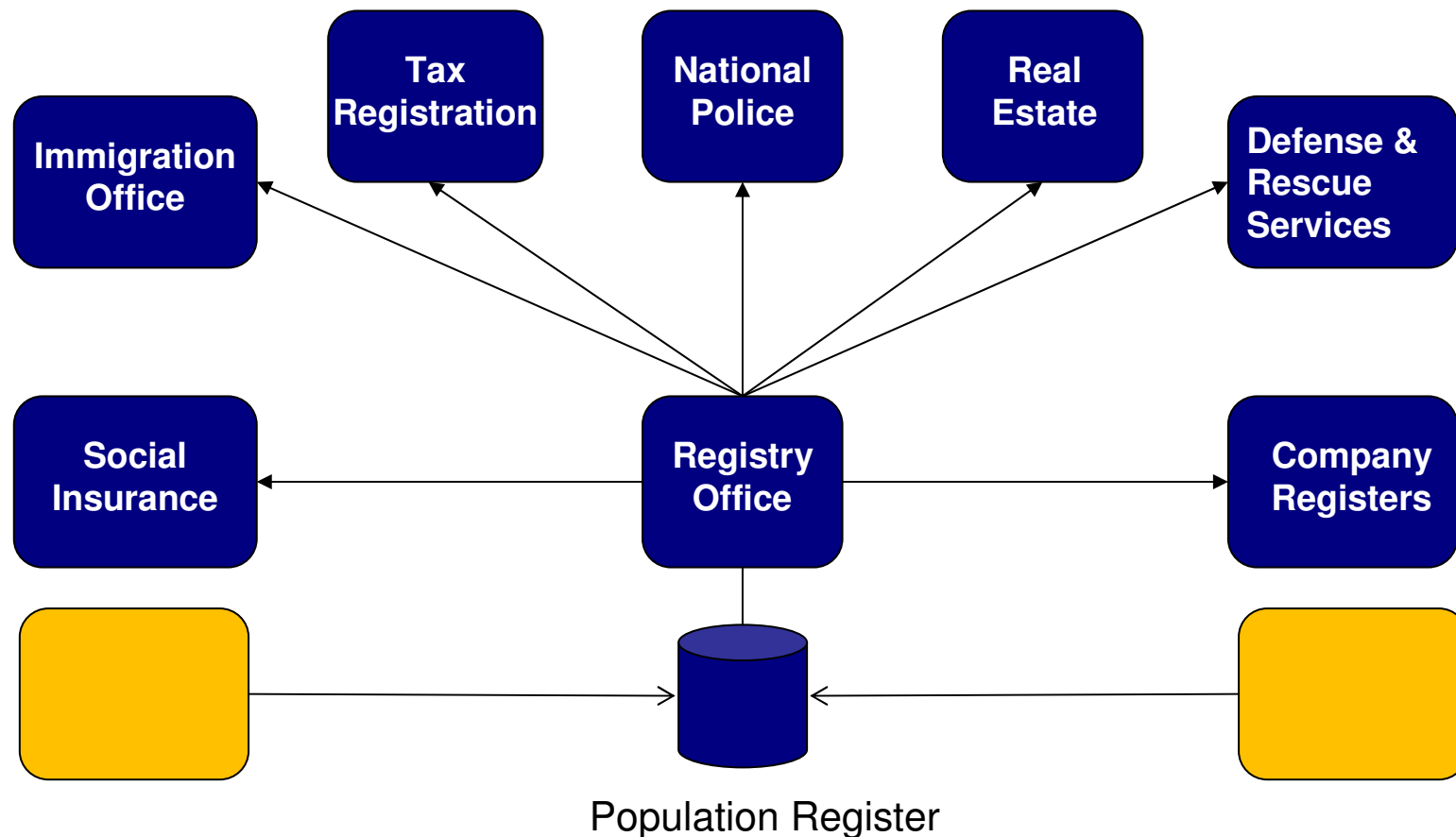
RISER



- Registry Information Service on European Residents
- Cross-border eGovernment service for verification of residents information in official population registers
- Data verified of individuals: Name, date of birth, current address
- Intermediary between users (business / administration) and national population registers
- Service is operational in 8 European countries and processes 90.000 requests per month
- Service deployment is supported by eTEN



Base register



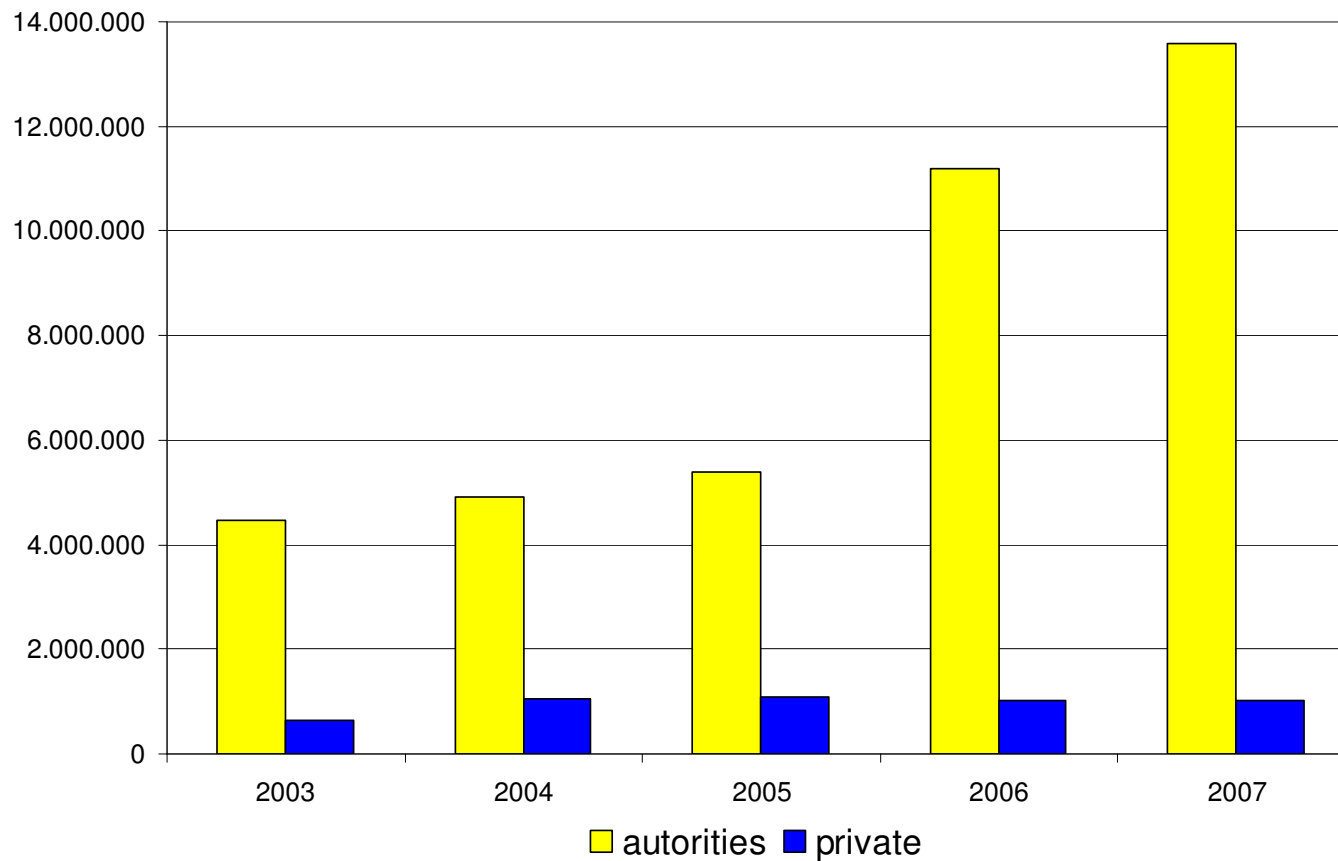
Demand



- Public sector services (e.g. PSC) demand for *reliable* and *up-to-date* data of residents from national population register data
- The permanent address and correct age of a citizen are important information for the verification of applicant data (official mailings, court proceedings)
- 600.000.000 requests in EU25 by public authorities

Berlin registry office

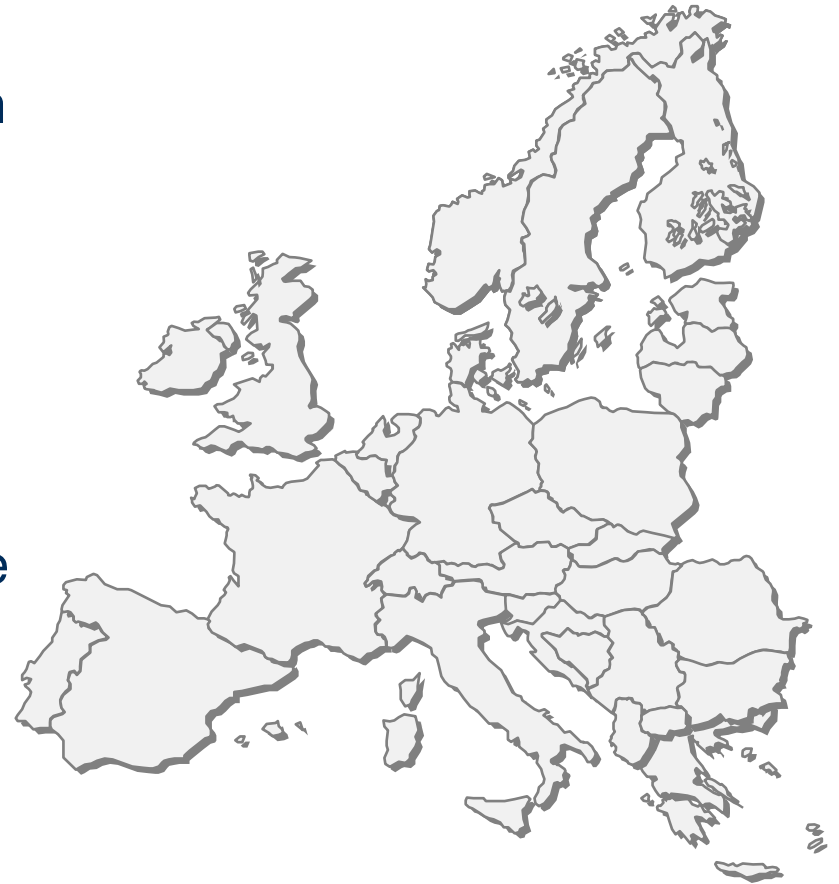
Distribution of automatic inquiries



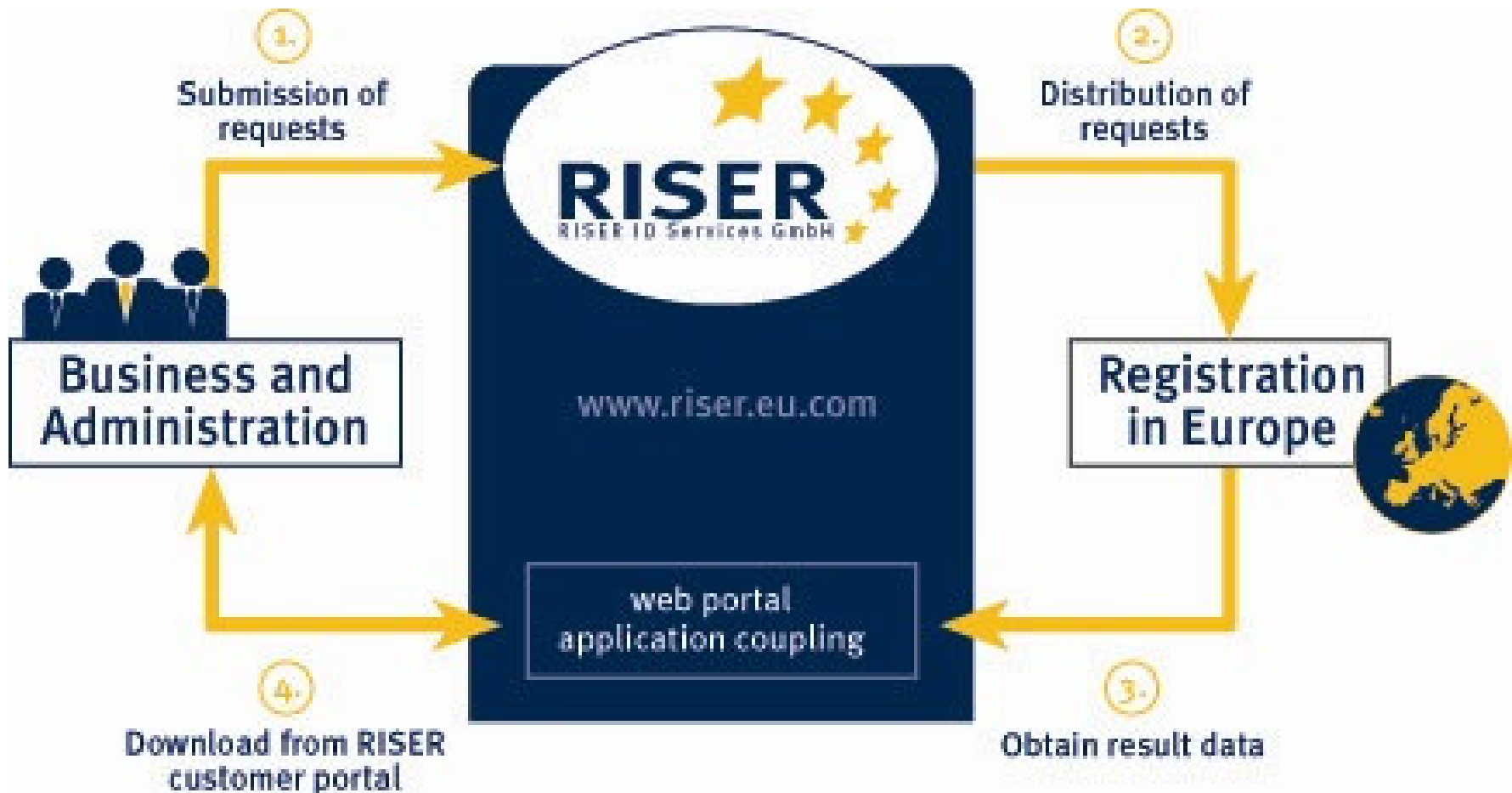
Barriers

Required knowledge on population registers:

- National supplier of PR data
- National legal requirements (registration procedure, data protection)
- Specific formats for data exchange
- National language
- Administration of request and response processes



Service

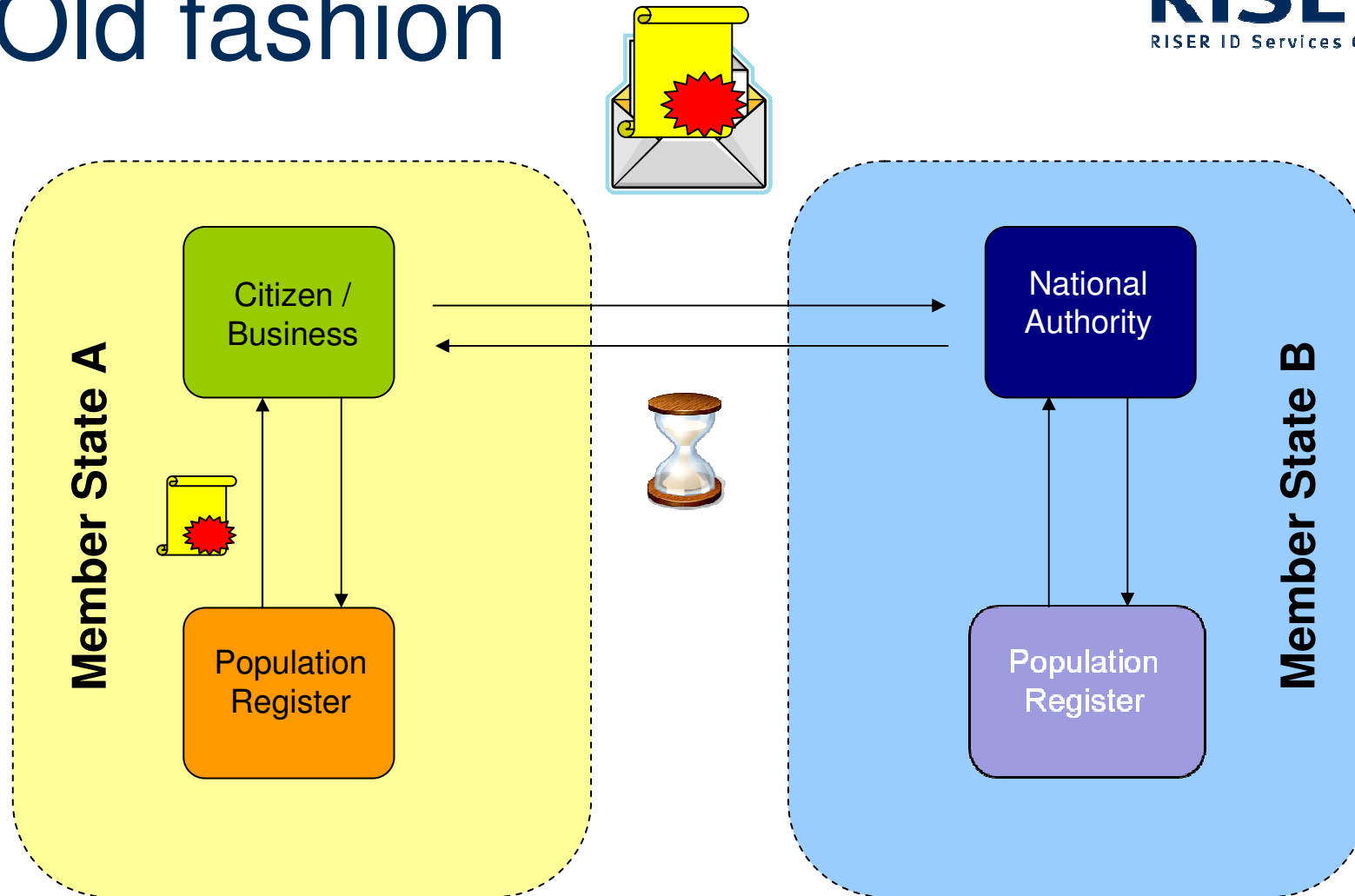


Privacy

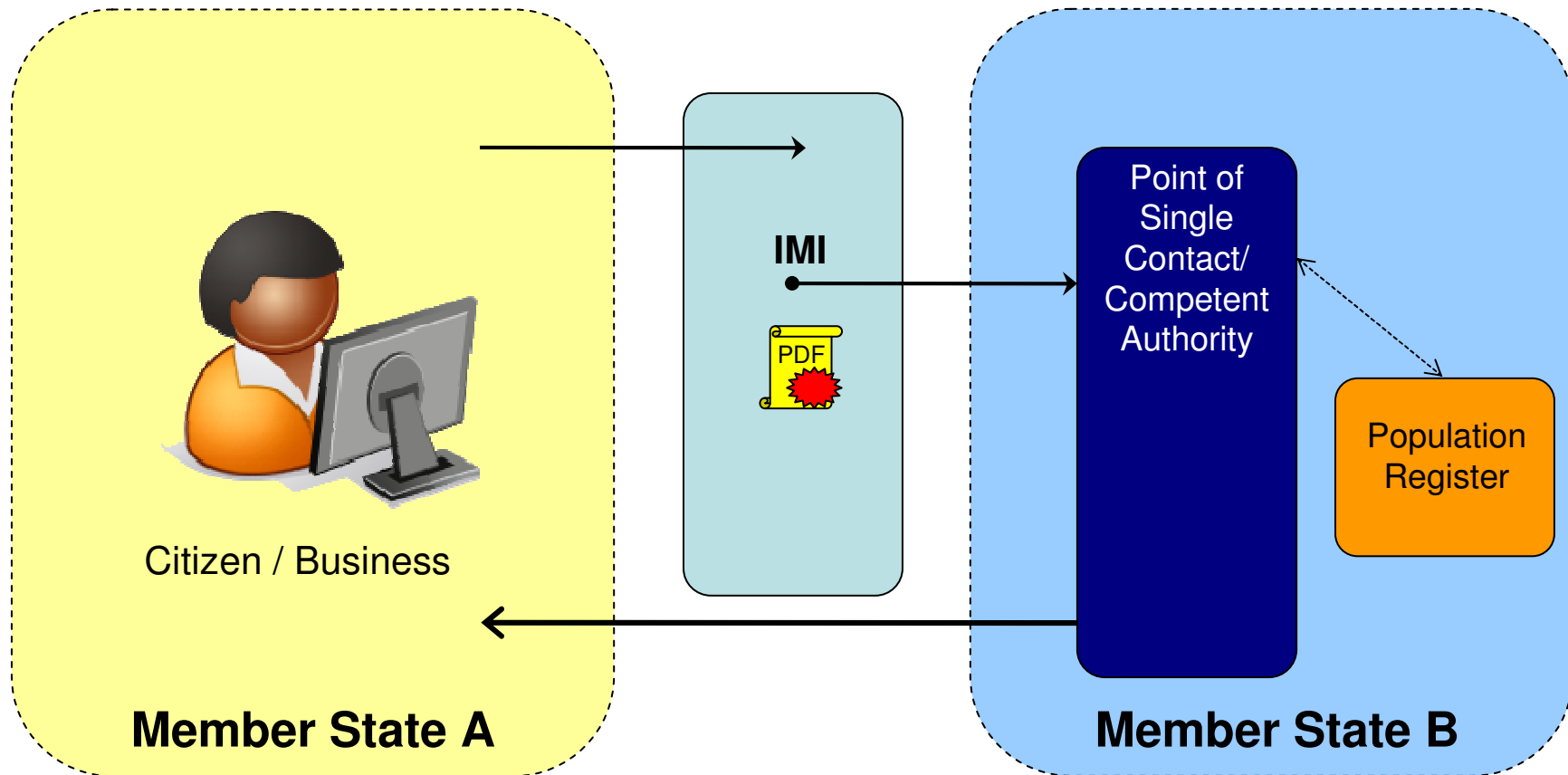


- The national data protection acts are based on the European Data Protection Directive 95/46/EC
- RISER acts on behalf of the customer
- The PR authority stays in full control over the disclosure of data
- Content data will be deleted after billing process

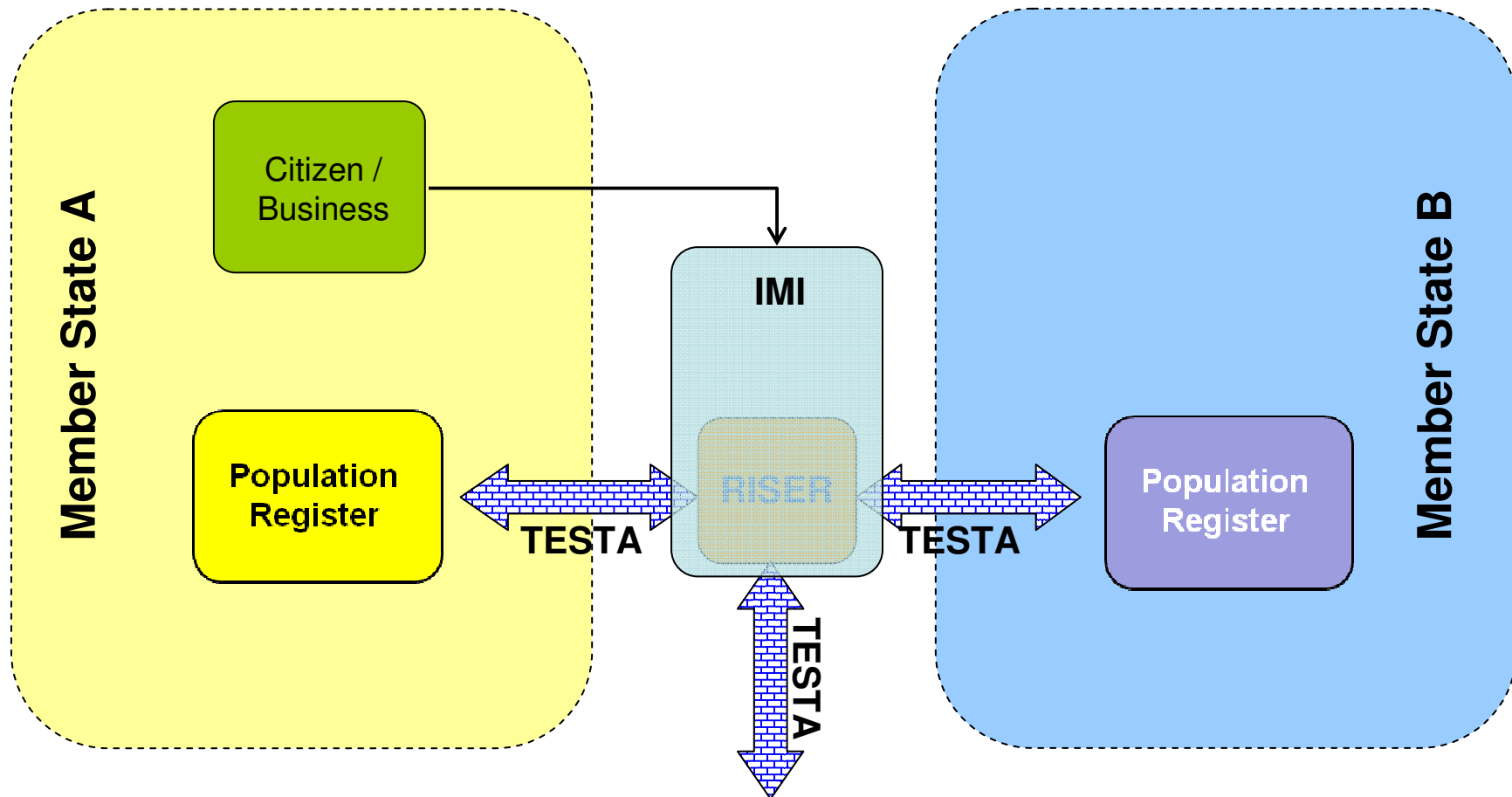
Old fashion



Information exchange



Online verification



Benefits



Benefits for Member States

- RISER ensures that up-to-date and valid information on the applicant are available.
- Realtime request/response processes increase efficiency of PSC
- No documents but reusable data is processed
- Cost-effective and secure service provision
- Administration has supply of PR data under its control
- National regulations on privacy respected

Benefits



Benefits for the sector

- Data exchange between PRC and national base registers (population registers) will be facilitated.
- One-stop-shop for verification of residents data in 27 MS
- Verification of applicant data is not sector specific.
- Reuse of EC investments made for cross-border eService deployment

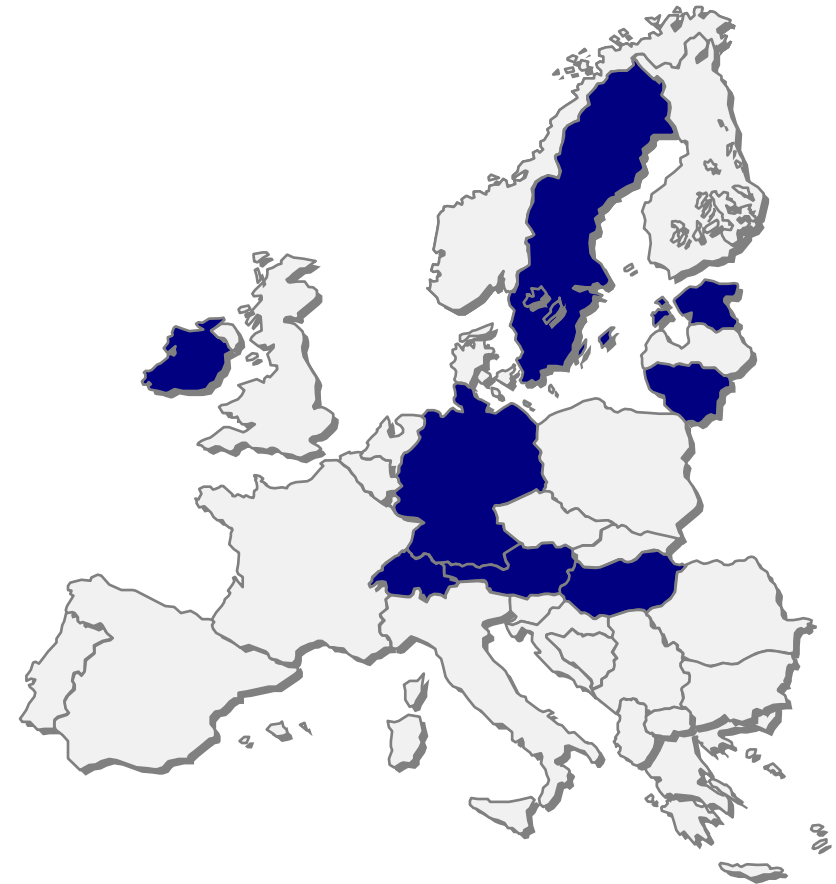
Citizens / Enterprises

- Applicants do not have to provide any documents or certificates (neither digital nor paper-based)
- No investment needed by applicants (e.g. PKI)

Countries covered

8 Countries / 126 mio. residents

- Austria
- Estonia
- Lithuania
- Germany
- Hungary
- Ireland
- Sweden
- Switzerland
- Extension to 18 Member States



Consortium



- RISER ID Services GmbH (Coordinator), Germany
- AS Andmevara, Estonia
- KDZ Zentrum für Verwaltungsforschung, Austria
- Lithuanian Ministry of Interior, Lithuania
- Slovenian Ministry of Interior, Slovenia
- IDOM 2000, Hungary
- ARAM, Poland
- Fraunhofer-Institut FOKUS, Germany
- Waterford Institute of Technology, Ireland
- Wirtschaftsinformationsdienst GmbH, Germany
- LABO Berlin, Germany
- Unabhängiges Landeszentrum für Datenschutz Schleswig-Holstein, Germany
- GENIS, Slovenia

Thank you for your attention!

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