#1 Implementers Café: OOTS Guidance and Projectathon Intro

A high-level overview and introduction to the way the Once-Only Technical System should work and introduction to the 2023 OOTS Projectathon series.

24 November 2022, 09:30 – 12:15 CET

Nils Mc GRATH, Maarten DANIELS, Thomas FILLIS

Today's agenda...

Welcome and Introduction - 9:30-9.45 Thomas FILLIS (DIGIT-EXT) Athanasios KARALOPOULOS (GROW) OOTS Guidance presentation with Q&A - 9:45-11:00 Nils Mc GRATH (DIGIT-EXT) 2023 OOTS Projectathon series & Q&A - 11:00-12:00 Maarten DANIELS (DIGIT-EXT) Wrap-up - 12.00-12.15

Thomas FILLIS (DIGIT-EXT)



Instructions for this live webinar:

When in doubt, write in the chat – our team are there to help

This is an interactive session. There will be time for questions and answers throughout the session via the chat.

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Klick "Connect audio" to hear the presenters and please mute your microphones when not speaking.



Please note this webinar will be recorded and made available to you, but is not published publically

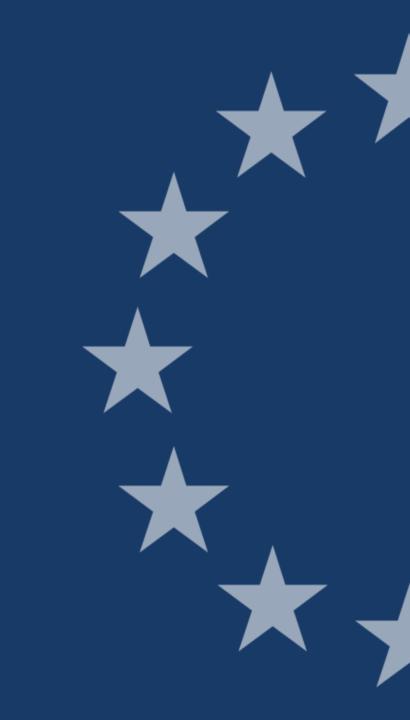




Q3 2022

OOTS Guidance

An introduction for teams across the EU working on the implementation of the Once-Only Technical System



Our Mission is to Connect:

<u>27</u> Member States (+EEA);

Over **100,000** local and regional authorities;

Over **5000** higher education institutions;

across the EU to achieve **Once-Only**



- 1. Use the Webex chat to ask questions throughout, my colleagues and I will try and address them as we go.
- 2. We'll also have dedicated moments during the session when you can put your hand up and take the mic.



Slido Warm up



Contents

- Legal Framework
- <u>Scope</u>
- Governance
- <u>Sub-Groups</u>
- <u>Common Misconceptions</u>
- Benefits of the OOTS
- <u>High-level Architecture</u>

- <u>User journey walk through</u>
- <u>Useful links</u>



A few key <u>definitions</u>:

Single Digital Gateway Regulation (SDGR)	The regulation in which article 14 sets the requirement to establish a technical system for the automated exchange of evidence between competent authorities in different Member States
Once-Only Technical System (OOTS)	The technical system for the cross-border automated exchange of evidence
Competent authority (CA)	Competent authority means any Member State authority or body established at national, regional or local level with specific responsibilities relating to the information, procedures, assistance and problem-solving services covered by the SDGR
Procedural requirement	Facts or compliance that are proved with evidence
Evidence	Evidence means any document or data, including text or sound, visual or audiovisual recording, irrespective of the medium used, required by a competent authority to prove facts or compliance with procedural requirements
Evidence type	Evidence type is a category of structured or unstructured evidence with a common purpose or content;
Evidence provider	The competent authority which is providing the evidence
Procedure portal (evidence requester)	A webpage or a mobile application where a user can access and complete an online procedure.



Legal Framework

Two regulations describe the legal framework for the OOTS



<u>What</u>

Art.14 of the SDGR establishes the need for a: Technical system for the cross-border automated exchange of evidence and application of the 'Once-Only' principle

<u>Who</u>

MS: SDG Coordination group **EC:** GROW/CNECT/DIGIT

By when December 2023



Two key principles of the regulation put the user at the center of the evidence exchange process

1

The user must give their <u>explicit</u> <u>request*</u>

Procedure Portal

Confirm the evidence you want to request:

- Evidence: Diploma di Laurea
- Issued by: Ministero dell'Istruzione

...and have the possibility to **preview** the evidence before it is exchanged

Preview space

Preview your evidence and confirm if you want to share it.

Evidence: Diploma di Laurea

Cancel

Requester: Procedure portal

Confirm

Request



The SDGR sets out the use of the technical system for online procedures in the scope of these directives \rightarrow

Not all procedures portals will need to connect to the OOTS. In the context of the Evidence Mapping Sub-Group, Member States are consulting their competent authorities to determine which procedures require the exchange of evidence across borders. Through this work, Member States will define which procedure portals will need to connect in order to be able to request evidence and which competent authorities will need to connect in to provide evidence. **Procedures in scope**

21 procedures of Annex II of the SDGR (2018/1724/EU)

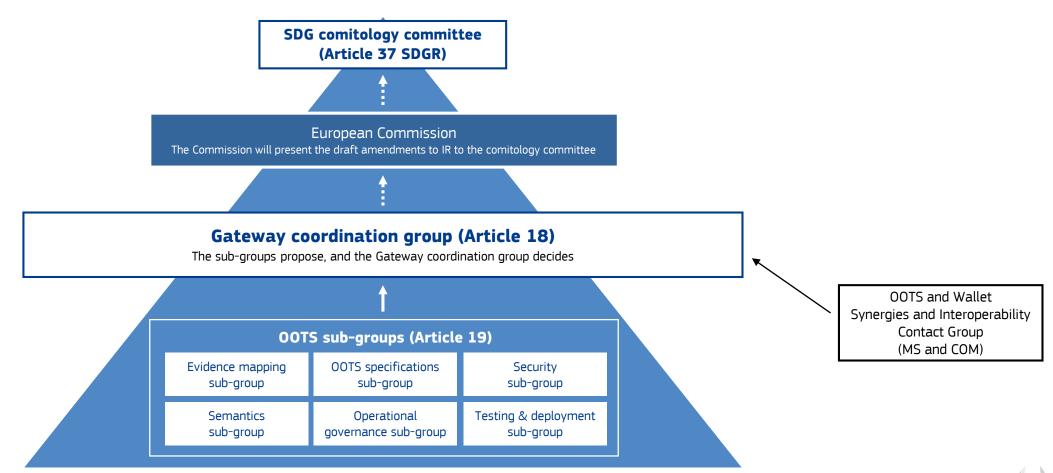
Recognition of Professional qualifications (2005/36/EC):

Services Directive (2006/123/EC)

Public procurement (2014/24/EU) + (2014/25/EU)

Governance

Project governance





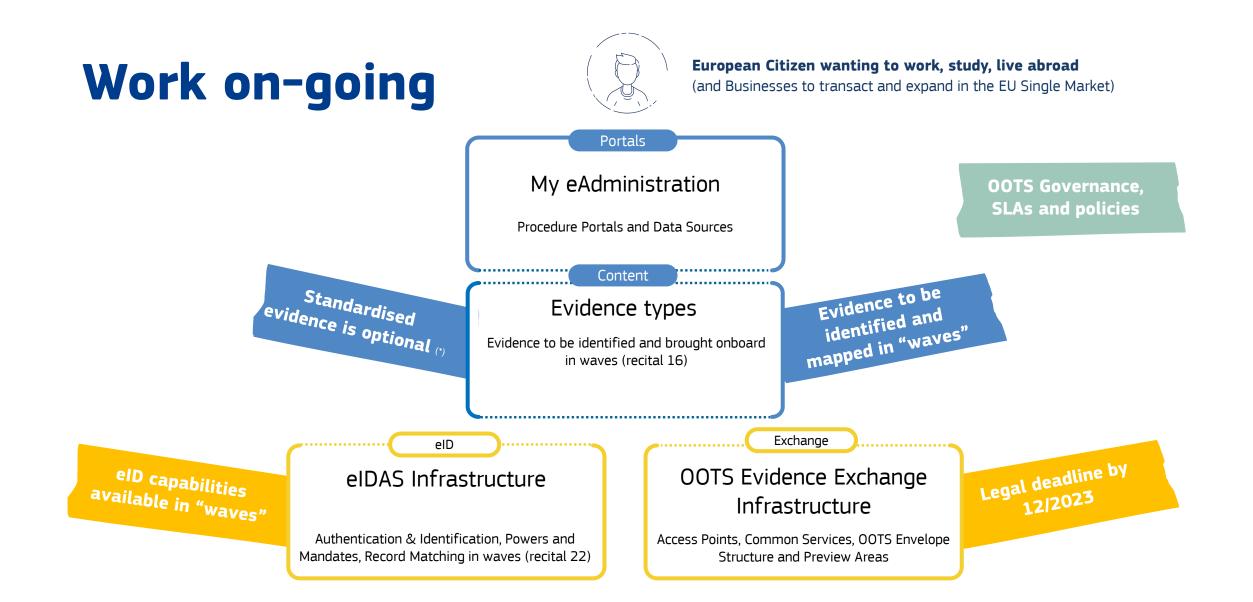
OOTS Sub-Groups

OOTS sub-groups

Member States experts will work together with colleagues from the Commission in sub-groups to implement the OOTS by Dec 2023.

Data & Business	Technical Infrastructure	SLAs and Policies
Evidence mapping	OOTS specifications (TDD)	Operational governance
Standardisation of data models	Testing & deployment	Security





Common Misconceptions

Common misconceptions



MSs are required to harmonise their procedures or the evidences they request per procedure.



MSs are required to standardise or structure their evidences according to specific data models.



The OOTS will rely on a European Commission central database of citizen data. Each MS can maintain their procedures as they are and determine their own procedural requirements.

Portals can request structured evidence if the evidence provider offers it, otherwise portals can request PDFs.

Citizen data will be exchanged directly between MS competent authorities at the request of the citizen.

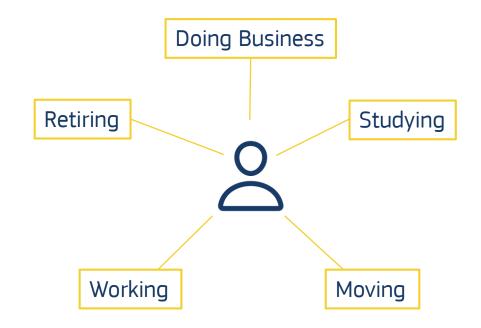


Benefits of the OOTS

The OOTS is creating a cross-sector data space.

When completing an online procedure, citizens will be able to give their explicit request to retrieve evidence from a competent authority in another Member State.

The explicit request triggers the retrieval of evidence from competent authorities across many different sectors (education, vehicles, population registers, ...) through the OOTS.







Once-Only Technical System: Today's user journey for cross-border procedures

Figure out the Figure out who Search for the Figure out which Authenticate to the provider is of equivalent the provider(s) of procedure in evidence you evidence is in the evidence you another MS need to provide the evidence your own MS need Return to the Download the Authenticate to Upload the Finalise procedure portal evidence(s) evidence procedure the portal in the other MS



Once-Only Technical System: Tomorrow's user journey for cross-border procedures

Cross-border User



Finalise procedure

The Once-Only Technical System will eliminate barriers to mobility

Today...

There are different evidences required across the Member States for administrative procedures

There are many evidence providers in each Member State and no easy way to know who they are

It is not easy for administrations to confirm that evidence citizens upload is authentic and up-to-date The OOTS will

Automate the mapping of evidence types between the Member States via the OOTS common services.

Provide an EU-wide catalogue of evidence providers via the OOTS common services.

Directly connect public administrations with authentic data sources via a secure channel.



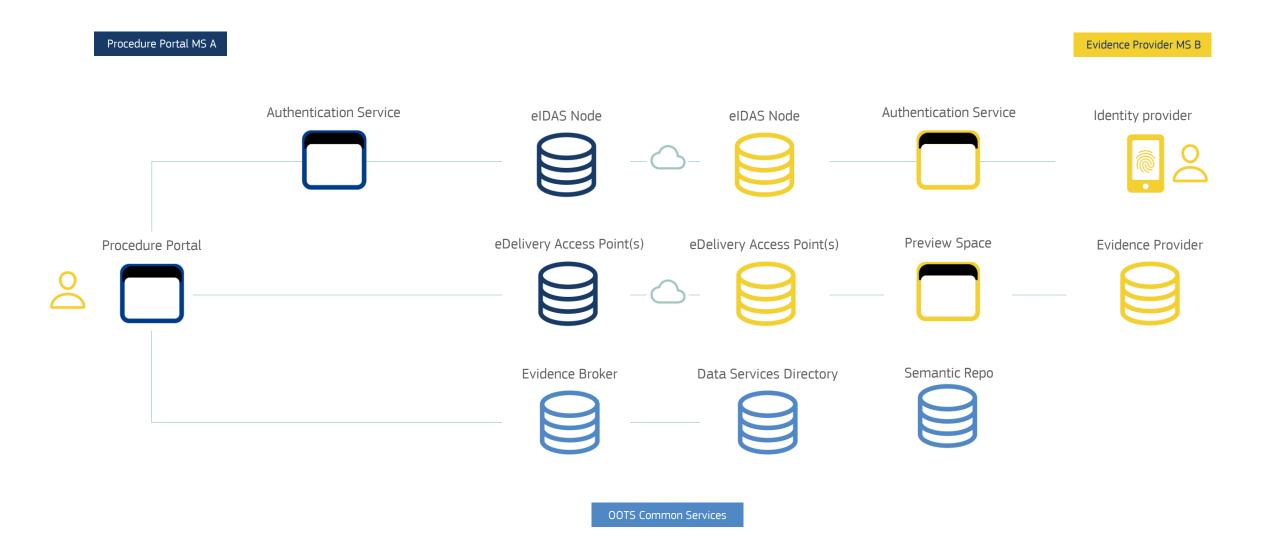
In summary, the benefits of the OOTS are:

- 1. The OOTS means **citizens no longer need to do the work** to figure out what the matching evidence is in another Member State and which authentic data source can provide it and to play the go-between
- 2. Public Administrations can **trust** evidence delivered through the OOTS as it is provided **directly from the authentic source** via a trusted protocol (eDelivery)
- 3. As the evidence comes directly from the source, public administrations will **always receive the latest version of the evidence**.
- 4. OOTS exchanges **standardised and non-standardised** evidence with the **same level of trust and security**
- 5. OOTS will be a secure and privacy friendly **cross-sector G2G data-space** for exchange of data directly among public administrations, which can be used even beyond once-only



High-Level Architecture

Architectural design of the once only system



eID and eDelivery are key components of the Once-Only Technical System

The European Commission already provides a range of services and specifications to help you implement them.

Check out the website to learn more.



elD Offer services capable of electronically identifying users across Europe.

<u>eDelivery</u>

Exchange electronic data and documents in an interoperable and secure way

Member States are free to choose how many eDelivery access points they use in their OOTS Architecture

Member States may choose to deploy one Access Point for the OOTS, one per region, one per sector or any other configuration that makes most sense for their country.





eDelivery	Arrace	Point(s)
eDelivery	ALLESS	FUIIIL(S)





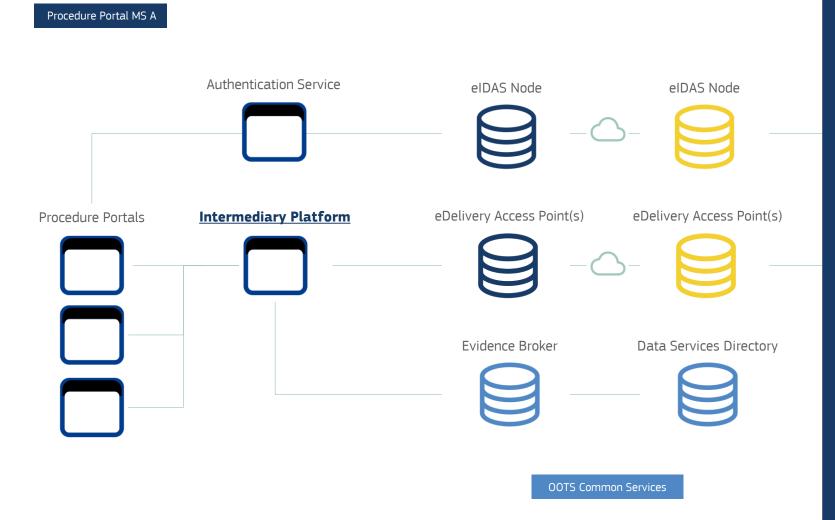






Intermediary Platforms

Many Member States are considering intermediary platforms.



An Intermediary Platform may simplify the implementation the **Procedure Portal side**:

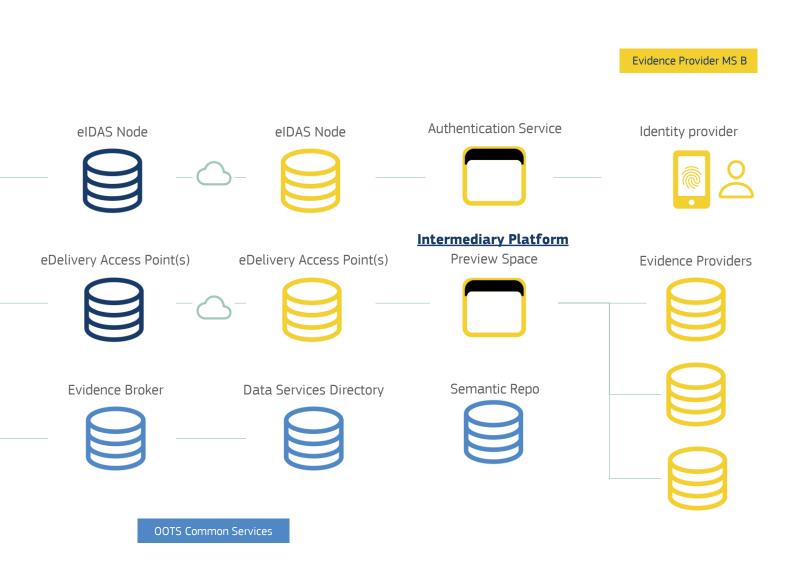
- The platform could provide the functionality to operate client interfaces to the Common Services, so Procedure Portals do not have to;
- The platform could implement eDelivery for the Procedure Portals by providing (or connecting to) an eDelivery Access Point.

See 7.7 of the High-Level Architecture in the OOTS Technical Design Documents for more details. An Intermediary Platform may simplify the implementation on the **Evidence Provider side**:

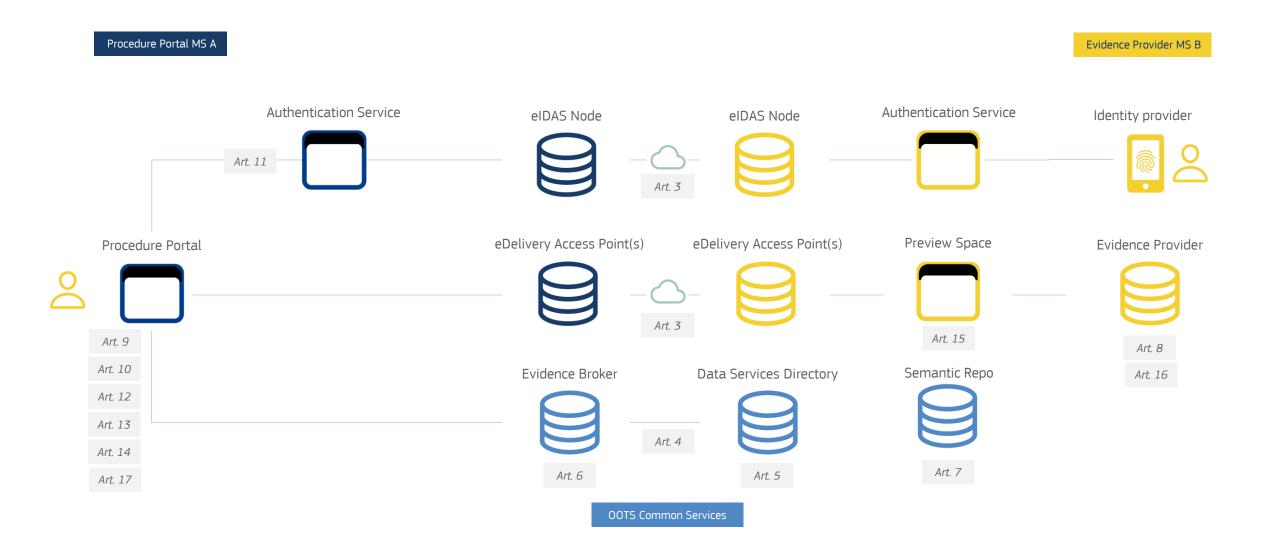
- The platform could implement a Data Service for the type of evidences that it makes available;
- The platform could implement eDelivery for the Procedure Portals by providing (or connecting to) an eDelivery Access Point.;
- The platform could provide the preview functionality for multiple evidence providers
- Implementation, testing, configuration, maintenance, etc. are all simplified.

See 7.7 of the High-Level Architecture in the OOTS Technical Design Documents for more details.

Intermediary Platform



Mapping of architecture to Implementing Regulation

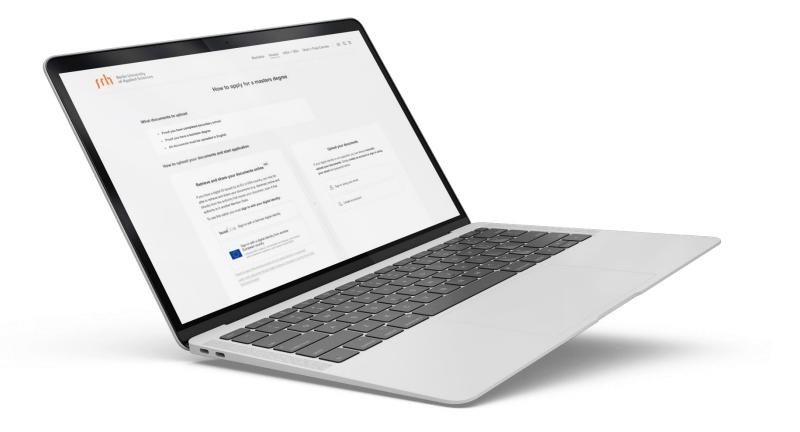






1. Authenticate | 2. Locate evidence | 3. Evidence Request | 4. Redirect | 5. Preview | 6. Evidence Response | 7. Submit

Prototype



Access the latest clickable prototypes to get a feel for the end user experience.

→ LINK TO PROTOTYPE

7 key steps in the once only journey



1 Authenticate

Users must have an eIDAS enabled eID to request the exchange evidence through the Once-Only Technical System

User must authenticate to use the OOTS

Users begin their once only journey on a portal that offers access to one of the online procedures in scope of the Single Digital Gateway Regulation. Cross-border users will start the procedure by authenticating with their eID.

Only users who authenticate with an eIDAS means from a notified eID scheme will be able to request evidence through the Once-Only Technical System.

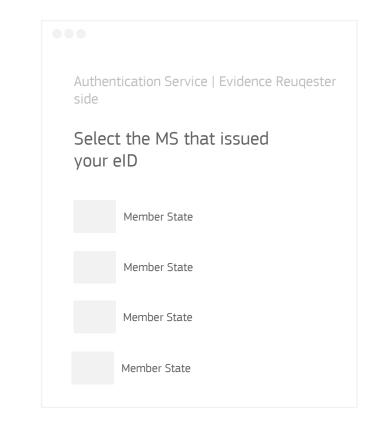
Procedure Portal
Login with your elD

User must select the MS that issued their eID

Once users have chosen to sign-in with their eID on the procedure website, they will typically be redirected to the website of the national authentication provider on the procedure portal side.

Users must then select from a list, the Member State that issued their eID. If their eID was issued by another Member State, the user will then be redirected to the website of the selected national authentication service.

An authentication request is sent from the eIDAS node in the procedure portal Member State to the eIDAS node in the Member State that issued the users' eID.



User must select their eID means

National authentication portals may provide users with multiple eID means to authenticate. Typically, these include a mobile app or an eID card reader. Users must authenticate with an eIDAS notified scheme or they won't be able to exchange evidence via the Once-Only Technical System.

	Authentication Service in the MS led the users' eID
	o you want to nticate?
	eID + Card Reader
	Mobile App

User will be asked for consent

Users will be asked to consent to share their eIDAS attributes with the requesting service in the Member State where they are completing the procedure, this request for consent is performed by either by the national authentication service on the provider side and/or by the users' identity provider. Once the user has successfully authenticated, they are re-directed back to the procedure portal.

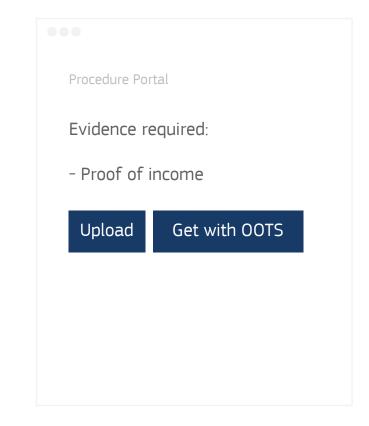
Identity Provider
Service is requesting the following data:
Confirm

2 Locate evidence

The procedure portal must identify what to ask for (*Evidence Type*), and who to ask it from (*Evidence Provider*).

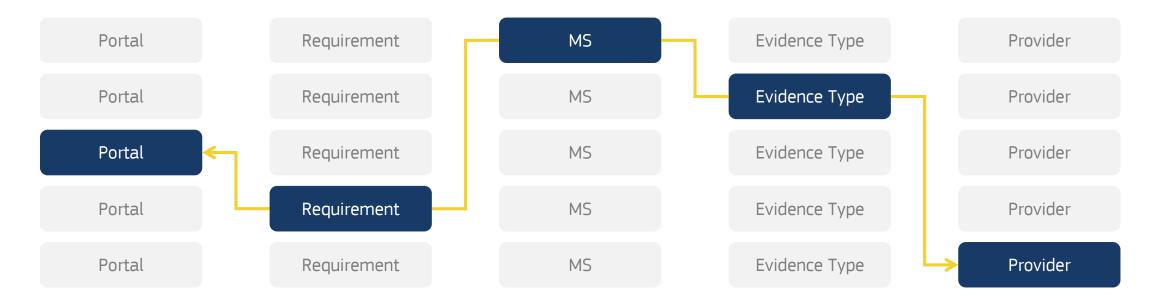
Users can choose to use once only

Using the Once-Only Technical System is not obligatory – users can still choose to use the Once-Only Technical System or upload the required documents manually.



Simplified view of mapping requirements to evidences

- A procedure portal has procedural requirement(s) (e.g. Poof of Birth).
- Each requirement is linked to an evidence type(s) in each Member State (e.g. Birth Certificate)
- Each evidence type has one or more providers in each Member State (e.g. Population Register)





Member States will have a user interface to the OOTS Common Services

MSs will be able to manage their requirements, evidence types and data services through the application.





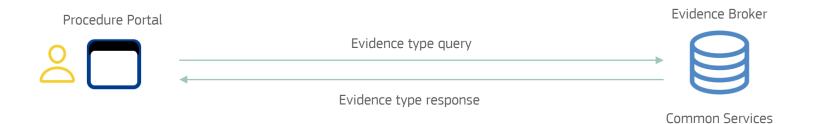
User must indicate in which MS their evidence is located

For each procedural requirement, the user needs to select the MS where their evidence is issued. If there are multiple evidences required, the user needs to be able to select the provider MS for each evidence.

Proceudure Portal		
Where is your evidence located?		
Select Country	\checkmark	
Confirm		

Determining the evidence type

If the portal does not already know what evidence type to request, the procedure portal sends a query to the Evidence Broker. The Evidence Broker allows the Procedure Portal to look up the right evidence type(s) to request from the Evidence Provider.



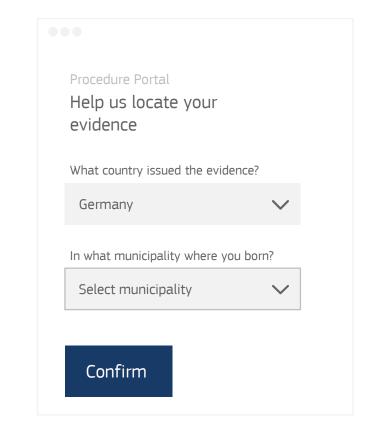
Determining the Evidence Provider

To determine who to send the request for evidence to, the portal sends a query to the Data Service Directory (DSD) with the evidence type (provided by the Evidence Broker) and Member State. The DSD returns the name of the Evidence Provider and the ID of the eDelivery Access point, <u>or</u> any additional attributes required to locate the evidence provider.



Additional attributes

In some cases, Member States may need information from the user to determine the right evidence provider. Users may be required to input a region or other piece of information to help locate the right provider. We call the additional information required *additional attributes*. Member States must register these attributes in the DSD. When defined, the DSD will respond to a query from a portal with a request for these additional attributes. The portal must in turn, request them from the user. The portal will then use the user's input to query the DSD again to define the relevant evidence provider(s).



Selecting the Evidence Provider

If the Data Service Directory returns multiple Evidence Providers for an evidence type the user will be asked to select the relevant Evidence Provider from a list. For example, if university diplomas are stored in each university rather than in a central database, the user will be asked to select the right university to request the evidence from.

Procedure Portal Help us locate your evidence	
What country issued the evidence?	
Germany 🗸	,
In what municipality where you born? Bavaria	,
What University issued your evidence?	
Select provider	P
Confirm	

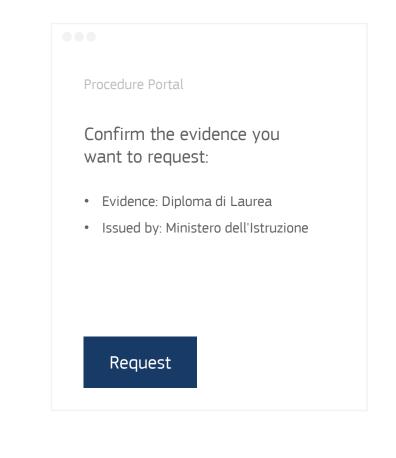
3 Evidence request

The request for evidence is sent to the Evidence Provider

User's explicit request

Processing of requests for evidence is only permitted at the explicit request of the user, unless the exemption from article 14.4 of the SDGR applies. To enable users to provide an informed explicit request they should be provided with:

- 1. The name(s) of the Evidence Provider(s);
- 2. The identifier of the evidence type(s) that will be requested.
- 3. Optionally a description of the evidence type



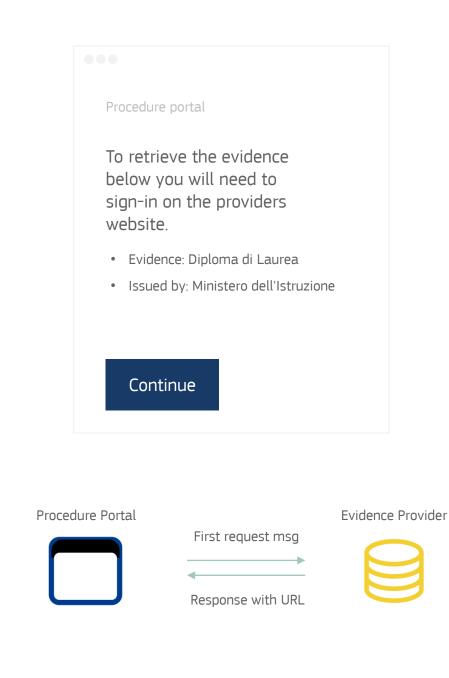
Evidence request is sent

Once the user explicitly requests to retrieve an evidence, the first (1 of 2) request-response dialogue is triggered:

- The Requester sends an evidence request message through an eDelivery access point to each one of the selected Providers for each requested type of evidence.
- 2. The data service of each Provider returns an evidence response message through an eDelivery access point for each of the evidence request messages containing a redirect URL and optionally additional information describing the evidence in one or multiple languages.

The user can then click on the URLs to be re-directed to the provider side.

Note: If no preview is required, the evidence provider can respond directly to the first evidence request message, with the evidence itself.



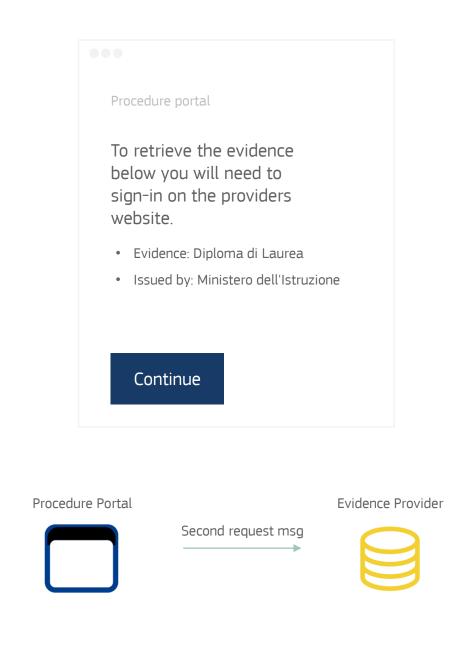


The user is redirected to the provider side

User is redirected to the provider side

When a user chooses to proceed with evidence exchange by clicking on the link in the procedure portal, they are redirected to the URL at the provider side for each evidence or a group of evidences. The requester will then send a second message to the provider; it will include 'return information' as an appended return URL parameter.

Later, after the user has been directed to the provider side and confirms they want to proceed with evidence exchange, the evidence provider will respond to this message with the evidence itself.



User may need to authenticate again

The user will potentially have to re-authenticate; this is up the evidence provider to decide. If the user is required to re-authenticate, the provider must check that the mandatory attributes of the minimum eIDAS data set retrieved in the re-authentication process match the ones received in the request for evidence sent by the procedure portal.

Authent	ication on provider side
	o you want to nticate?
	eID + Card Reader
	Mobile App
Othe	2r



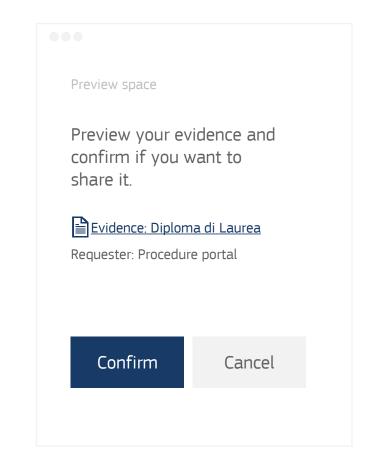
The user previews their evidence

User previews the evidence

Except where Preview is not required by national law, users must be offered the possibility to preview the evidence before they decided to proceed with evidence exchange.

If the user decides to proceed, the evidence provider will respond to the second evidence request message(s) from the requester with the evidence(s).

Whether the user choose to confirm or cancel the evidence exchange, the user is then redirected back to the requester side.

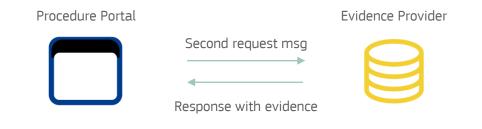


6 Evidence response

The Evidence Provider responds to the evidence request

Evidence Provider sends the evidence

In response to the second request message from the procedure portal the evidence provider returns a response containing the evidence (if the user decided to use the evidence) or an error (in case the user decides not to use the evidence, if the evidence cannot be located or if the provider cannot match the user's identity).



The structure of the evidence response

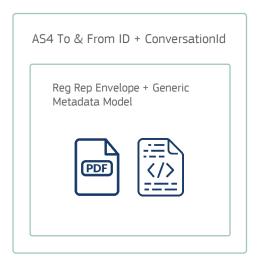
To be automatically exchanged via the Once-Only Technical System an evidence must be supplemented by the metadata elements of the Once-Only Technical System generic metadata model which uniquely identifies the evidence and the evidence provider along with other additional and optional fields such as the language in which the evidence is issued. The evidence itself must be in one of three formats:

AS4 To & From ID + ConversationId	
Reg Rep Envelope + Generic Metadata Model	
PDF	

1) Evidence that is in a human readable format (e.g., a PDF).

AS4 To & From ID + ConversationId
Reg Rep Envelope + Generic Metadata Model

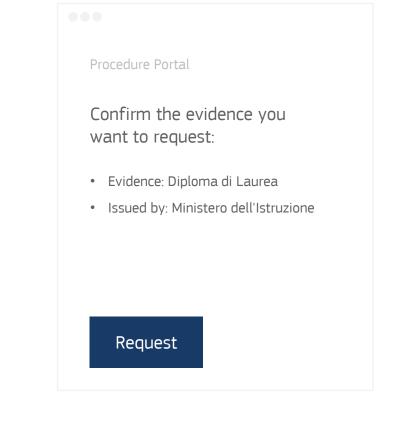
2) Structured evidence that complies with an OOTS data model relevant for the evidence type.



3) Structured evidence that does not comply with an OOTS data model must be accompanied by a human-readable version of the evidence (e.g., a PDF).

User retrieves other evidences

If the user wants to retrieve evidences from different Member States or if Member States have multiple preview areas, the user must repeat the steps 'redirect' and 'preview' for each evidence. Once the user has collected and confirmed all the evidences they want to use in their procedure they will be redirected back to the procedure portal.





User completes submits their procedural form

User submits their form

The user has completed the once only part of the procedure and can now provide additional information if required and submit their procedure for processing.

	ocedure Portal	Pro
	Submit	
	Submit	



Ready to get started?

Useful links

Access

If you need access to the OOTS documentation, request it via <u>our service desk</u>.

Legal

Read the <u>Single Digital Gateway Regulation</u> Read the Implementing Regulation

Documentation

Visit the Once-Only Hub website to access Technical

Design Documents and the work of the sub-groups

Read the <u>Technical Design Documents</u>

Access the work of the sub-groups

Services

- eDelivery services
- <u>eID services</u>
- <u>OOTS Testing Services</u>

Support

Contact us by email if you have any questions:

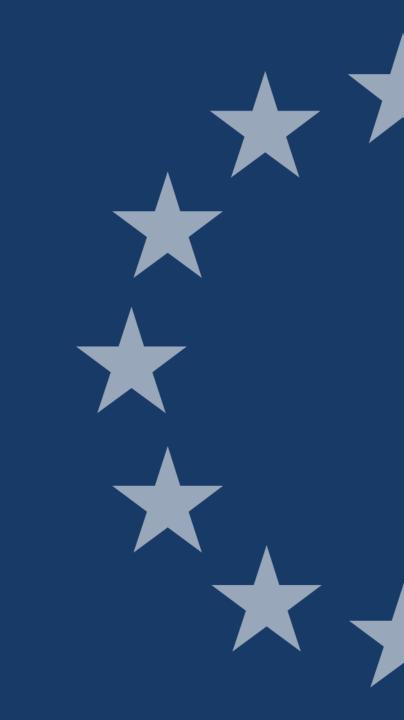
EC-OOTS-SUPPORT@ec.europa.eu



One more thing...

2023 OOTS Projectathon series

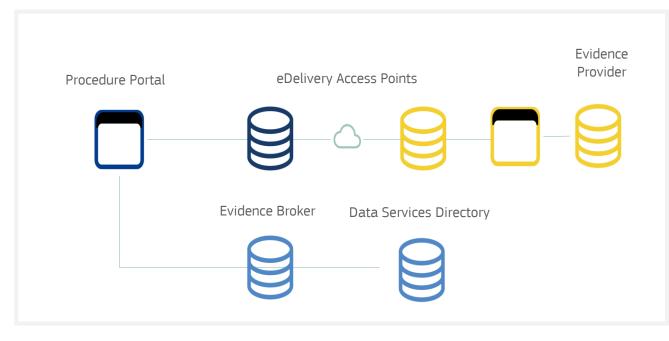
Maarten DANIELS



What is a Projectathon?

Note that we changed the name from Connectathon to Projectathon, but the concept remains the same

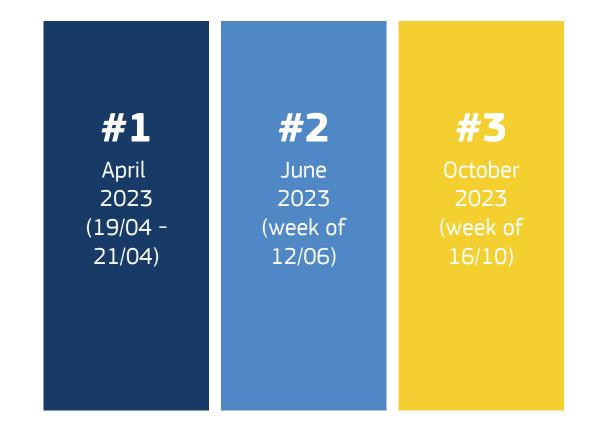
A three-day, in-person or hybrid event, in Brussels, where Member States pair-up with as many other participants as possible and in a structured environment run interoperability tests using different actors, roles and testable profiles to check the status of their OOTS implementation.





Projectathon dates for 2023 Join in as early as possible!

- It is highly recommended to join at least one (the more the better) before going into production. It is the optimal way of getting assurance about your OOTS implementation
- Join an event at the earliest opportunity, if things fail, they do so in a friendly test environment. This way you will learn the lessons and be best placed to succeed at the next event. Moreover, the more tests you complete early on, the more complex scenarios you can conduct against more counterparties





How Preparations are ongoing do

Member State prepare? we PoCs \checkmark Projectathon $\boldsymbol{\wedge}$ Data & Business Technical Infrastructure SLAs and Policies **00TS** Evidence **Operational** specifications mapping governance (TDD) **Standardisatio** Testing & n of data Security deployment models

The work we are doing in the Sub-Groups and the work Member States are doing individually or collectively in PoCs will come together. All of this allows us to test-run the implementation of the OOTS in the Projectathon event!



How do we get started for the April 2023 Projectathon? A practical summary

INPUT

Sub-Groups must decide on what they need to deliver and when for a successful event

INPUT

Member States can align their internal milestones with the collective testing event

 \rightarrow

INPUT

The EC will prepare the logistics and host regular preparation webinars

 \rightarrow

OUTPUT

Sub-Groups should detail their requirements for collective milestones and associated pre-event checks by January 2023 (to allow the actual tests to be defined by <u>early February 2023</u>)

OUTPUT

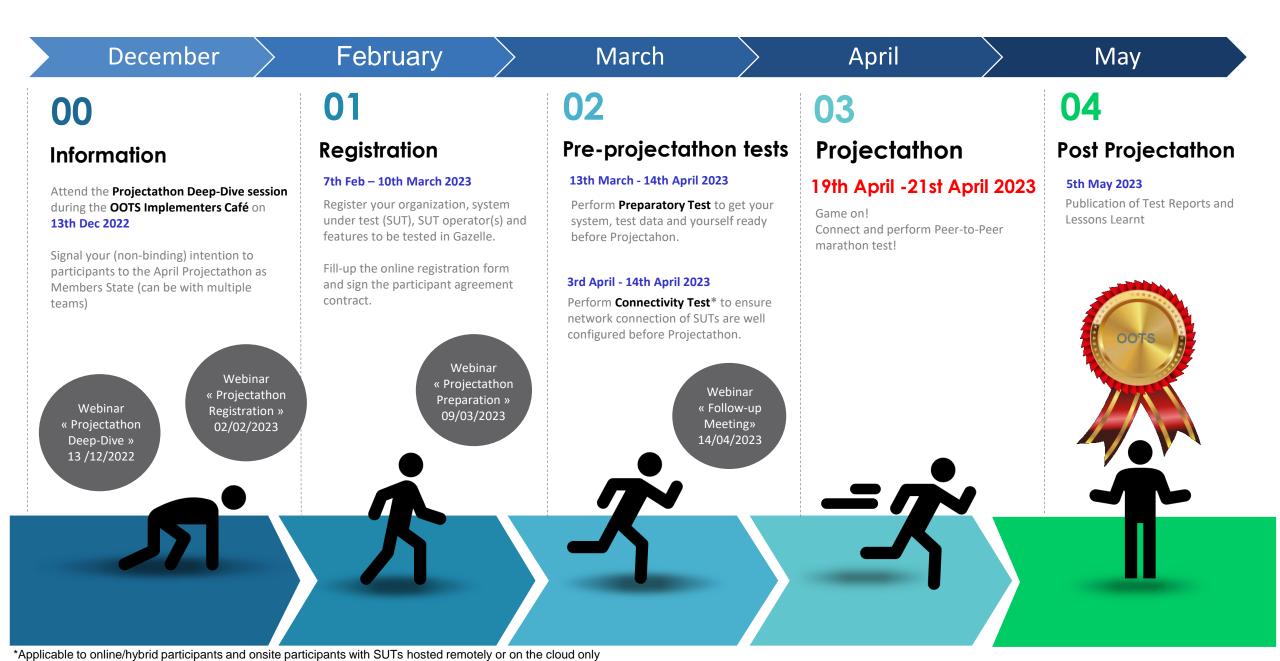
Member states should get their components ready to register by <u>February 2023</u> and to perform a pre-event check by <u>March 2023</u>

OUTPUT

The EC will host a series of information and preparation sessions during Implementers Cafés or dedicated webinars between now and April 2023



Projectathon Overview (tentative dates)





- Together with Projectathon experts we engaged from IHE and Kereval, we prepared a Projectathon playbook for participants and organisers
- This participant playbook
 - explains the Projectathon concept, structure and organisation
 - details how Member State teams can participate and how they need to prepare
 - covers practical FAQs to address your current and future questions
- The current information should allow you to start allocating the necessary people and resources in advance of the Projectathon events





- A draft preview version of the participant playbook was presented in the Testing and Deployment (T&D) sub-group meeting on 22/11
- This version will be uploaded for early T&D sub-group comments together with the meeting minutes
- An updated version is planned to be published on the <u>Once Only Hub</u> by 07/12
- This updated version will be presented and discussed in detail during the Projectathon deep-dive in the Implementers Café #2 on 13/12
- Following this, we ask for your review with the goal to collect additional Member State feedback and to finalise the playbook around January 2023





- The OOTS team is reinforced with experts from IHE and Kereval to ensure a proper preparation and execution of the Projectathon event
- The Testing and Deployment, OOTS specifications and Evidence Mapping subgroup play a major role in the Projectathon preparation but experts from all sub-groups are welcome to contribute with requirements and suggestions
- The same applies to National Coordinators and all colleagues involved in the OOTS
- More information on ways to work together, including a collaborative space will follow soon





- We are currently planning to organise the event in a hybrid format:
 - MSs can choose to send all their team(s) in person to the event.
 - Those MSs that do not send all their teams in person to the event, are expected to send a couple of coordinators that can attend the event in person. These coordinators should have a direct line to the remote teams.
 - MS not actively participating to tests, can join as an observer and are encouraged to send a couple of observers in person to benefit from having a better overview of what's happening in the Projectathon rooms.
- No fees are charged to participate to the actual Projectathon event itself
- We foresee that MS reimbursement is possible, but limited up to 1 MS representative + 1 private expert per Projectathon.



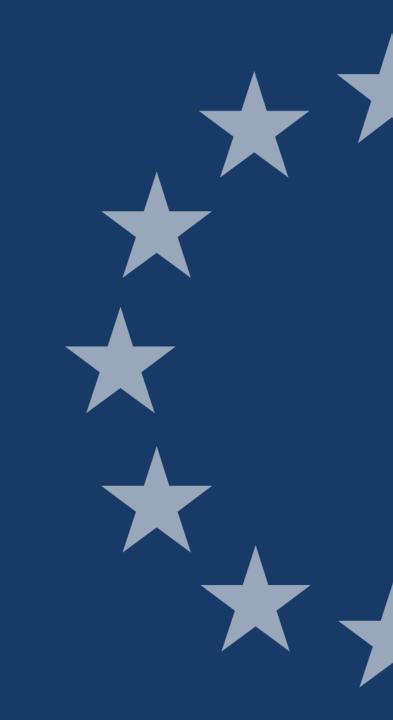


- 1. Register to #2 Implementers Café on 13/12/2022 (hybrid meeting) for a deepdive on the Projectathon process
- Review the draft Projectathon participant playbook to be published on the <u>Once</u> <u>Only Hub</u> by 07/12
- 3. Spread the word about the Projectathons across your teams
 - 1. Invite as many relevant colleagues as possible to join the #2 Implementers Café on 13/12/2022
 - 2. Start allocating the needed profiles (developers, testers, analysts, coordinators, etc) for the Projectathon event and its preparation steps
 - 3. Check the planning of your systems to ensure they are up, running and accessible in time



Wrap-up

Thomas FILLIS



- 1. Complete the <u>satisfaction survey</u> for this meeting (it really does help)
- 2. Sign-up to the <u>OOTS Projectathon Collaborative Space</u> (introduce yourself in the "Forum" function)
- 3. Register <u>#2 Implementers Café: eDelivery & OOTS Projectathon Process</u>



Questions?

We're here for you at <u>EC-OOTS@ec.europa.eu</u>

Please also take just a moment for the satisfaction survey

