

# SPOCS

## Next generation Points of Single Contact



ICT for Government  
and Public Services



**Simple Procedures Online for Cross-border Services (SPOCS) is a pilot project launched by the European Commission which aims at building the next generation Points of Single Contact through the availability of high impact electronic procedures. The project builds on solutions developed in Member States for the implementation of the Services Directive. Its goal is to provide seamless electronic procedures by enhancing cross-border interoperability based on existing systems and solutions.**

### At a glance

#### Project

Simple Procedures Online for Cross-border Services (SPOCS)

#### Project Coordinator

Capgemini Netherlands (CNB)

#### Participants after project enlargement\*

Austria, France, Germany, Greece, Italy, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Slovenia, Sweden, United Kingdom

#### Duration

3 years (2009-2012)

#### Total cost after project enlargement\*

€24 million (€12 million funded by the European Commission)

#### Programme

ICT Policy Support Programme under the Competitiveness and Innovation Framework Programme (CIP)

\* SPOCS enlargement to Lithuania, Luxembourg, Malta, Norway, Portugal, Romania, Slovenia, Sweden and the United Kingdom is pending final contractual arrangements.

### Services Directive

There is a need to unleash the potential of the European Single Market for services and to develop it further. Services are the main drivers for growth and jobs in Europe. For this reason the European Parliament and the Council adopted the Services Directive in December 2006. The Directive had to be fully implemented by end December 2009.

Implementing the **Services Directive** called for setting up **Points of Single Contact** (PSCs) for service providers to establish a business and/or provide temporary services in all EU Member States. The PSCs act as intermediaries between service providers and national public administrations. The PSCs are "one-stop shops" that fulfil essentially the two following functions: information dissemination and completion of administrative procedures online.

### Formal compliance but room for improvements

- Hypothesis: Current Points of Single Contact are work in progress and need further improvements, in particular to make them more user-friendly
- Limited availability of online procedures, above all for cross-border use
- Limited interoperability between national eGovernment services and services abroad.

### The SPOCS methodology

The end goal is to enhance competitiveness:

- How are we going to achieve competitiveness? By improving PSCs: improved and fully transactional service offer (functionality, usability etc).
- How do we improve PSCs? By improving the process.
- How do we improve the process? By developing technology as a key enabler.

SPOCS builds upon existing solutions addressing notably:

- Identification and authentication
- Provision of supporting electronic documents
- Syndication of data and eDirectories
- Secure delivery and tracking data exchanges

SPOCS will benefit from the results achieved by the EU Large Scale Pilot projects STORK (electronic identity) and PEPPOL (electronic procurement), in relation to cross-border use of electronic identity and signatures validation.

### Why is SPOCS important for you?

SPOCS will contribute to

- Fostering competitiveness
- Achieving greater interoperability
- Streamlining electronic procedures
- Gaining efficiency in administrative simplification and modernisation
- Improving usability and attractiveness of PSCs
- Increasing transparency and user-friendliness of procedures for service providers and service recipients
- Increasing cross-border activities
- Stimulating cross-border cooperation between Member States
- Reducing misuse/fraud

### SPOCS draft specifications

SPOCS made public its draft specifications of a European interoperability layer for eGovernment services.

1. Contents syndication: contains technical specifications, standards and recommendations to be used for content syndication within SPOCS and the architecture description of the SPOCS syndication modules.
2. eDocuments: offers a multilayered interoperability concept for cross-border exchange of electronic documents.
3. Interoperable eDelivery, eSafe and acknowledgement of receipt: describes specifications for the interoperability layer to connect existing eDelivery and eSafe solutions based on a common eSecurity architecture. Based on the specifications open modules will be developed.
4. Interoperable eService Directories: describes specifications for the access to eService directories and the exchange of information about eServices. It also includes an architectural approach for the SPOCS interoperability level regarding eService directories. Based on the specifications the guidelines and governance schemes as well as the open modules will be developed.
5. Experimenting with Professions: includes SPOCS reference process model, functional requirements for other deliverables, specific piloting country functional requirements as well as the material collected for the specific piloting profession(s) including templates of the required documents, the application and the permission.

### How can you participate?

Ensuring that SPOCS products are acceptable for and adopted by all stakeholders is of utmost importance to SPOCS. All interested parties have the opportunity to engage in the developments, provide feedback and make proposals by participating in one of the following groups through the SPOCS website:

- Member States
- Industry and Standards Bodies
- Large Scale Pilots
- Business and Consumer End User
- Local government

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### Further information

SPOCS website: <http://www.eu-spocs.eu>

Services Directive: [http://ec.europa.eu/internal\\_market/services/services-dir/index\\_en.htm](http://ec.europa.eu/internal_market/services/services-dir/index_en.htm)

eGovernment: <http://ec.europa.eu/egovernment>

ICT PSP: [http://ec.europa.eu/ict\\_psp](http://ec.europa.eu/ict_psp)

Information Society thematic Portal: [http://ec.europa.eu/information\\_society/index\\_en.htm](http://ec.europa.eu/information_society/index_en.htm)

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