Directorate General for Digital Services

DIGIT B2 – Interoperability and Digital Government

The Once-Only Technical System

Essential Course Information

Course information	
Course Provider	European Commission
Course Title	**The Once-Only Technical System**
Course Topic	An introduction and guide to the Once-Only Technical System
Course Type	IOP Academy eLearning, SCORM-based
Course tags	Interoperability, eGovernment, European Interoperability Framework, Interoperable Europe, IOPEU Academy, Standardisation, cross-border interoperability, once-only principle, Single Digital Gateway, Once-Only Technical System, SDG, OOTS, Your Europe, Digital public services, Exchange of evidence
Course summary	This eLearning course introduces the Once-Only Technical System (OOTS) which lets EU public authorities securely exchange official documents and data at the request of citizens and businesses as part of cross-border administrative procedures. It also shows how the OOTS upgrades the services offered by the "Your Europe" Portal and explains how the Single Digital Gateway Regulation sets the legal basis for user-friendly public services across Europe. Moreover, the course provides context, background and definitions of the OOTS, with further sections examining the user journey, components and architecture, and elements to consider in its implementation to deliver cross-border public services. It also provides an overview of supporting tools and services and a knowledge test.
Target audience	The primary target audience is comprised of those who contribute to the implementation of the Single Digital Gateway Regulation and the Once-Only Technical System in their countries, such as: o IT professionals in public administrations; o implementers of cross-border digital public services; o eGovernment project managers; o those involved in developing, implementing, or managing eGovernment solutions; o policymakers; o stakeholders in standardisation processes within the EU.

Language	English (and others TBC)
Level	Intermediate: The course is addressed to those who are involved in the Digital Public Services design, implementation, delivery, and interoperability, and who have completed the Introductory Interoperability course and the European Interoperability Framework (EIF) course. It is also recommended to follow the courses for the Introduction to Core Vocabularies, the Introduction to the Core Public Service Vocabulary Application Profile (CPSV-AP), the course for Getting started with the Interoperability Test Bed, and the course for Interoperability Test Bed: Conformance testing for managers. The course is approximately 35 minutes and explains how the Once-Only Technical System moves forward cross border interoperability in the public sector across the EU. This course gives a real-life example of reusing interoperable solutions in various business fields. The course uses the principles of instructional design methodologies based on learner-driven, constructivist approaches, focusing on learning as an active, iterative and problem-based process, with components focused specifically on developing mastery of identified tasks.
Curriculum relevance	Category IOP008: Interoperability Enablers: collaboration, assessment, best practice; Category IOP013: Once Only Principle
Learning Objectives	1. Explain the objective of the Single Digital Gateway Regulation implementation and the upgrade of the Your Europe Portal 2. Explain how does Once Only Principle promote interoperability. 3. Explain how Once Only Principle can contribute to the EIF principle for user centricity. 4. Locate resources and material for the Once Only Technical System implementation. 5. Explain how the Once Only Technical System can help in cross-border evidence exchange. 6. Describe the main components of the Once Only Technical System (procedure portals, evidence providers, common services). 7. Explore and search information in the Once Only Hub 8. Locate the Evidence Explorer. 9. Describe the role of e-delivery in Evidence request, Evidence provision and the Life Cycle Management of Common Services information. 10. Explain the role of Once Only hub for implementors.

	11. Locate Once Only Technical System Common Services APIs specifications

Course format	Short linear course format with 6 specific chapters and a 1 final knowledge test:
	
	1. Introduction and course overview
	2. Definition and key concepts
	    a. Regulatory environment - Single Digital Gateway Regulation (EU) 2018/1724
	    b. Single market and cross-border interoperability
	    c. Digital Decade and EIF
	    d. "Your Europe" Portal
	    e. The role of evidence in public service provision
	    f. The Once Only Principle
	    g. Commission Implementing Regulation (EU) 2022/1463 for cross-border automated exchange of evidence and application of the 'once-only' principle
	3. What is the Once-Only Technical System?
	    a. Definition
	    b. Benefits
	    c. How it works – key steps in the user journey
	4. The components/architecture of OOTS
	    a. eID
	    b. eDelivery
	    c. Common services
	    d. Intermediary Platform
	    e. Testing services – Interoperability Test Bed - Gazelle - Projectathons
	    f. Vocabularies
	5. Putting it into practice
	    a. Implementation steps
	    b. Understanding common services and APIs
	    c. Evidence mapping

	d. Technical design
	e. Security
	f. Data models
	g. Operational governance
	h. Testing
	i. Service desk and service agreements
	6. Tools and supporting services
	a. Once Only Hub
	b. Technical Support Dashboard
	c. Evidence Explorer
	d. Communities and forums
	7. Knowledge test
References	1) Regulation (EU) 2018/1724 of the European Parliament and of the Council of 2 October 2018 establishing a single digital gateway to provide access to information, to procedures and to assistance and problem-solving services and amending Regulation (EU) No 1024/2012 https://eur-lex.europa.eu/eli/reg/2018/1724/oj
	2) Commission Implementing Regulation (EU) 2020/1121 of 29 July 2020 on the collection and sharing of user statistics and feedback on the services of the single digital gateway in accordance with Regulation (EU) 2018/1724 of the European Parliament and of the Council, http://data.europa.eu/eli/reg_impl/2020/1121/oj
	3) Commission Implementing Regulation (EU) 2022/1463 of 5 August 2022 setting out technical and operational specifications of the technical system for the cross-border automated exchange of evidence and application of the 'once-only' principle in accordance with Regulation (EU) 2018/1724 of the European Parliament and of the Council https://eur-lex.europa.eu/eli/reg_impl/2022/1463/oj
	4) Once-Only Hub https://ec.europa.eu/digital-building-blocks/sites/display/OOTS/OOTSHUB+Home
	5) Gazzelle https://oots-testing.ihe-catalyst.net/gazelle/home.seam
	6) Interoperability Test Bed, https://oots-testing-pr-ag.westeurope.cloudapp.azure.com/
	7) eDelivery Building Block https://ec.europa.eu/digital-building-blocks/sites/display/DIGITAL/eDelivery
	8) eID https://ec.europa.eu/digital-building-blocks/sites/display/DIGITAL/eID
	9) EMREX https://emrex.eu/
	10) The EUropean CAR and driving licence Information System https://www.eucaris.net/
	11) Electronic Exchange of Social Security Information (EESSI), https://ec.europa.eu/social/main.jsp?catId=1544&langId=en

12) eCertis https://ec.europa.eu/tools/ecertis/#/homePage
13) European Criminal Records Information System (ECRIS), https://commission.europa.eu/law/cross-border-cases/judicial-cooperation/tools-judicial-cooperation/european-criminal-records-information-system-ecris_en
14) OOTS Common Services (Evidence Broker and Data Service Directory) https://ec.europa.eu/digital-building-blocks/code/projects/OOP/repos/oots_cs/browse
15) MS Confluence view https://airtable.com/appXo8kHy9IGEFAdj/shrKQ2jFqbpDvR2yM/tbljiEbleZEs4QIp4